

TODD HARDIN

RECRUITER

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350 S. Jackson St.
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Career Preview

Corporate Recruiter with expertise in full cycle recruiting, human resources, and training & development supporting marketing, call center, telecommunications, and manufacturing industries in an English and Spanish environment.

Achievements Preview

- Led all aspects of Recruiting and Quality Assurance for AT&T through an outsourcing company
- Managed recruiting needs and had meetings with the Executives of AT&T and West Business Services
- Improved communication between businesses customers, AT&T technical support, and employees

Experience Summary

- Manufacturing Industry
- Marketing Industry
- Call Center
- English-Spanish Speaking Environment

Technical Summary

Office 2013
Computer Networking
UNIX

MAC OS X
Systems Analysis
Photoshop CS/2

C Programming
Databases
HTML

Career Summary

WEST BUSINESS SERVICES

Outsourcing Company for several large companies including AT&T business accounts

Recruiter

November 2009 – January 2014

- Screened applicants to verify work history, education, job skills, and salary requirements as well as recommended outside candidates for first and second interviews.
- Conducted first and second interviews for candidates after background checks have been checked by Human Resources.
- Determined staffing needs by having meetings with AT&T and West Business Services Executives.
- Developed candidate generation strategies to improve the candidate pool selection.
- Provided quality assurance to meet the goals set forth by AT&T by following up on the placement of employees selected for various roles.

SIGN CITY

Sign Design Manufacturing

May 2002 - November 2009

Bilingual Human Resources Manager/Trainer

- Managed employee relations for a team of 150 employees to resolve employee problems while preventing lawsuits.
- Designed and implemented a new training and development program to reduce employee turnover by 30% and enhance the employees' skills and abilities.
- Recruited management personnel to improve employee satisfaction and retention.
- Improved communication and team participation by introducing innovative programs to have employees become more involved in the company.

YOUNG AMERICA

Promotional Fulfillment Organization

June 1998 – May 2002

Bilingual Customer Service Representative/Trainer

- Trained Customer Service Representatives in Spanish and English to answer incoming phone calls of customers who participated in promotional events.
- Established and implemented the training program for bilingual representatives to accommodate rapid business growth of 25%.
- Invented effective recruitment standards of Bilingual Customer Service Representatives to reduce turnover by 35%.
- Introduced customer service techniques to reduce customer dissatisfaction and wait times by 30%.
- Provided customer service to resolve trends and customer service deficiencies on a bilingual team of twelve for over 200 companies' promotions.

Education

- Bachelor of Business Administration (BBA), University of Central Oklahoma, Edmond, OK

Memberships

- Society of Human Resource Management (SHRM) member

Certifications

- Train the Trainer
- PeopleTrak software

Training

- Systems Analysis
- Databases
- Computer Networking
- Information Systems (IS) Infrastructure
- "C" Programming
- HTML & Web Development