

BONNIE STROTHER

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OBJECTIVE

Dynamic and accomplished administrator with expertise in human resources seeking a challenging and rewarding Human Resources Director position to contribute to Norwegian Cruise Line's further success

AREAS OF EXPERTISE

Organizational Leadership
Staff Training

Human Resources
Policy Development

Employee Relations
Performance Management

QUALIFICATION SUMMARY

- ◆ Develop, implement and monitor overall human resource strategies, systems and procedures to align with overall business strategy
- ◆ Build professional relationships utilizing exceptional interpersonal, communication, negotiation and presentation skills
- ◆ Support current and future business needs through development, engagement, motivation and preservation of human capital
- ◆ Successfully conduct strategic policy development and effective performance management
- ◆ Demonstrate proven leadership skills which help motivate teams to success

PROFESSIONAL EXPERIENCE

Human Resources Director Carnival Cruise Line

December 2013 – Present

Expertly direct efficient operation of the Shipboard Human Resources Department, including Staff Administration Office and Crew Training Center. Communicate organizational change initiatives and new company policies and procedures. Conduct effective, motivational performance management, including coaching, training and mentoring. Lead HR initiatives designed to ingrain Carnival Service Values and highlight specific behaviors which create exceptional guest service. Ensure compliance with requirements for seafarers to work, employment conditions, accommodation, recreational facilities, food and catering, health protection, medical care, welfare and social security.

- ◆ Achieved 200% increase in employee satisfaction ranking of human resources
- ◆ Achieved 200% increase in employee satisfaction ranking of leadership

Training & Development Manager Carnival Cruise Line

June 2011 – December 2013

Successfully facilitated training programs, implemented new training programs and special projects and maintained accurate records. Conducted comprehensive training needs analysis,

Comment [Laura 1]: The summary builds on the general areas of expertise and develops general qualities. This is not yet the area for specifics or achievements.

Comment [Laura 2]: Experience is where the past 10 years of positions are described via general duties (qualitative tasks) and quantitative achievements (performance statistics). This is where the resume turns from being general to specific. Up to six lines of duties and up to six lines of achievements are recommended per position. Only the most recent positions at companies should be listed. Positions more than 10 years past typically need no details. Most of the document is written in first person present tense with no pronouns, only past positions written in past tense. Strong and descriptive language, through use of active verbs, adverbs and adjectives, is recommended.

ensuring reliability and efficiency. Supported Senior Officers and Shipboard Management with hospitality issues. Administered the Crew Training Center and e-Learning programs. Supervised and developed HR Coordinator through coaching and mentoring role.

HR Coordinator

Carnival Cruise Line

May 2010 – September 2011

Effectively administered and operated the Crew Training Center. Actively participated in Safety meetings and Crew Recreation Committee meetings. Coordinated I AM Team Member / Leader of the Month awards. Contributed to in-house publications and maintained notice boards. Supported Training & Development Manager.

Group Services Coordinator

Carnival Cruise Line

August 2006 – March 2010

Skillfully provided excellent hospitality service to all Group Leaders, VIPs & Concierge Guests with on board functions and events by extending personal daily service. Coordinated group functions, including meetings, seminars, parties, rehearsals and performances, weddings, site inspections, burial ceremonies and tours.

EDUCATION

Diploma in Hotel Management | Tourism and Hospitality Management School

LANGUAGES

Greek: Professional Working
English: Native/Fluent

German: Professional Working
Czech: Native/Fluent

Comment [Laura 2]: resumes are up to two pages and CVs up to three pages. It is rare for this page limit to be exceeded by necessary sections. An entry level professional or professional may have one page and an administrator or executive may have two. A doctor seeking an academic or research position will need a CV.

Comment [Laura 3]: Education offers formal information about degrees held and issuing institutions.

Comment [Laura 4]: Following sections such as certifications, awards and skills, offer even more detail.