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# SUZY JONES

123 My Rd.  
Mentor, Ohio 44164  
(216) 123-9999  
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## Summary of Qualifications:

Training and human resource professional with over 15 years of management experience, and is skilled in all areas of employee management and human resource functions, with a specialty in learning and development.

## Education and Training:

**Master of Education, Adult Learning and Development, Cleveland State University**

## Profile:

High energy, well organized, good telephone voice, calm and helpful manner. Independent problem solver, with strong listening and negotiating skills in high stress situations. Persistence and determination in seeing complex problems to resolution.

## Skills and Technical Knowledge:

*“Suzy's knowledge of HRD and planning a program for staff were the basis for the project we worked on this semester. I would work with her again in a minute on any project - whether for school or professionally.” April 27, 2009*

- Works well independently, or in a group setting providing all areas of computer help desk support such as troubleshooting, installations, and maintenance.
- In-depth knowledge and understanding of numerous software packages and operating systems.
- Skilled in providing Customer and End-User Help Desk support.
- Easily identify and resolve technical issues and concerns.
- Excellent communication and presentation capabilities.

## Work Experience:

*Suzy is a hard worker who delivers results on time. She is very detailed oriented and her business savvy has always contributed to delivering a profitable bottom line. Sheri is a good manager who knows how to build a strong team. I would welcome an opportunity to work with Sheri again in the future.*

**HR MGR** –2005- Present Your Company – Supervised HR function for three

**HR Director**2000-2004 – Another Company – Supervised HR function