

Juanita Jones

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Dedicated and Loyal Human Resource Profession specializing in People Centered Management, Recruitment and Retention, and HR strategy and Business Partnerships

PROFESSIONAL EXPERIENCE

Ingleside at Rock Creek, Washington, DC Oct 2019 to Present

Director of Human Resources

Senior Leadership Support for Community
Strategic Partnership with VP of Human Resource and Compliance
Recruitment Resource for Community using all sources of Talent Acquisitions
Utilize Workforce planning strategies for sourcing best talent

Communicare Health Services, Clinton, MD Feb 2018 to Oct 2019

Senior Human Resource Manager

Support and guidance to several facilities within the Region
Strategic partnership with VP Human Resources and Divisional Director of Human Resources
Recruitment Resource for the Maryland Region
PG County Healthcare Alliance Board Member
Developed New Hire Orientation Protocols for Human Resource Managers
Engaged in Training and Development of teams

Communicare Health Services, Kensington, MD Apr 2016- Jan 2018

Human Resource Manager

Lead the facility labor management program
Development Recruitment and Retention Plans for center
Partnership with Educational programs for recruiting efforts
Completed payroll and monitored performance management
Participated in strategic partnership through State Long-Term Care Regulations
Achieved zero deficiencies related to HR Department during the 2017 Annual State Survey

HCR Manor Care, Adelphi, MD Dec 2012- Apr 2016

Human Resources Director

Responsible to direct the Human Resources activities within the center including staff recruitment, training and development
Developed partnerships with Nursing School for recruitment plans
Established succession planning for retention
Updated center staffing through the use of My Staffing Pro
Maintained company personnel policies, procedures, and regulations
Monitored and evaluate Human Resources Systems
Maintained Union standard as designated by Collective Bargaining Agreement
Conducted benefits administration and annual wage surveys
Active participant with maintaining department and facility budget
Collaborated with leadership to implement center focused Customer Service training

Served as the Safety Manager

JCPenney Corporation, Columbia and Lanham, MD 2010-2012
Store Engagement Manager (HR)

Talent Resource Leader

Worked with entire Management team to maintain associate relations
Instrumental in maintaining a sales force reflective of business needs
Controlled payroll budget and scheduling, and staffing cadence
Worked through Automated scheduling constrains
Oversaw performance measurement for productivity standards on commission areas
Executed and maintain Training and development for managers and employees
Oversaw HR Scorecard and KPI matrix
Served as the Talent Management Coordinator during holiday and other seasonal hiring
Conducted training and development program for newly promoted supervisors
Evaluated customer service experience with returns, exchanges, adjustments

EDUCATION

Keller Graduate School of Management **June 2012**

DeVry University

Masters of Human Resource Management

Keller Graduate School of Management **February 2011**

DeVry University

Graduate Certification in Human Resources Management

Virginia State University, Petersburg Virginia **May 1982**

Bachelors of Science in Business Administration

PROFESSIONAL MEMBERSHIPS

Member of Society of Human Resources Management, Alexandria, VA

Member of Alpha Kappa Alpha Sorority Inc., Chicago, Illinois

Nominated for Membership in Sigma Beta Delta International Honor Society for Business Management, St. Louis, Missouri