

Michael Akers

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Address Available Upon Request

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Objective

To obtain a human resources position that would allow me to utilize my customer service, administrative, and leadership skills for a company focused on the effective utilization of human resources practices as a competitive business strategy.

Experience

Corporate Front Desk Manager

5/2002 - Present

Citi-Habitats – New York, NY

Ensure the successful daily operations of a corporate office as well as lead the reception staff of 14 branch offices. Duties include ensuring quality customer service within the corporate and branch locations, processing new-hire paperwork, monitoring and ordering office supplies, equipment maintenance/repair, catering, etc., and cost control.

Career Development within Citi-Habitats

- Assistant Branch Manager (5/02 – 8/02)
- Corporate Front Desk Manager (8/02 – Present)
- Interim Executive Assistant to the CEO (1/2003)

Human Resources Manager / Assistant Store Manager

5/2000 - 4/2002

Von Maur Department Store - Eden Prairie, MN

Managed the Human Resources of a department store of 200 including interviewing, making hiring recommendations, training, evaluating, promoting, and counseling employees as needed. Monitored and developed the store's level of customer service. Also responsible for overseeing non-selling departments including customer service, alterations, and stock/housekeeping.

Career Development within Von Maur:

- Intern/Sales Associate (5/00 - 8/00)
- Executive Trainee/Department Manager (12/2000 - 4/2001)
- Executive Trainee/HR Assistant (4/2001 - 6/2001)
- Human Resources Manager of 112 person store (6/2001 - 9/2001)
- Human Resources Manager of 200 person store (9/2001 – 4/2002)

Periodicals Assistant

9/1999 - 12/2000

University of Illinois Undergraduate Library - Urbana-Champaign, IL

Assisted patrons in the Periodicals department with reference research and performed basic library duties such as filing, sorting, book mending, and reception.

Walt Disney World College Program Intern

1/1999 - 5/1999

Walt Disney World Resort - Orlando, FL

Participated in business seminars and pursued independent learning with a focus on Human Resources Management. Also maintained a position as a host at the Columbia Harbour House Restaurant.

Education

University of Illinois at Urbana/Champaign

Graduated 12/2000

Achieved a Bachelors of Science degree in Business Administration with a Major in Organizational Administration.

Major GPA: 3.73 / 4.0

Overall GPA: 3.21 / 4.0

Key Skills

Customer Service
Retail Sales
Recruitment / Screening / Hiring
Motivational Training
Team Leadership / Supervision

Benefit Administration
Merchandising
Typing 65-70 WPM
Kronos Timekeeping / Payroll System
Computer (MS Office / Various Applications / HTML)