

KISHORN HENRY

OBJECTIVE

A successful position with a progressive company where I can display my excellent work ethics, resource capabilities and communication skills. My training, technical skills and willingness to learn will also be utilized.

EMPLOYMENT

Human Resources Support Specialist

2008-Present, *IKEA North America* Baltimore, MD

- Support call volume from coworkers and respond in a timely and professional manner adhering to all IKEA **HRSC** policies and procedures
- Provide coworkers with information regarding IKEA Policies, Procedures and Shared Services including Benefits, Compensation, and Recruitment
- Resolve coworker issues by collecting pertinent information and providing an acceptable solution that either meets or exceeds the service goals of the **HRSC**
- Provide coworkers with a forum to express concerns and react in a professional and empathic manner
- Assist relocation specialist with international/domestic relocations and process all relocation, immigration and transfer invoices for accounts payable
- Contribute to an environment where the IKEA Culture is a strong and living reality that embraces the diversity of coworkers and customers

Escalations Advisor

Kitchens and Work IKEA Sales/Aftersales Specialist

Store Customer Service Advisor

2004- 2008, *IKEA Direct* Baltimore, MD

- Handling customer issues that has been escalated to manager level
- Using problem solving techniques as well as “out of the box” ways of thinking to solve disputes
- Assisted in launching kitchen sales/aftersales group for the entire US
- Increased overall sales by 30%
- Provided customers with sales and aftersales services including planning, product information, and resolving any issues that may arise during the buying process
- Contributed to the IKEA culture and took into account the diversity if co-workers as well as customers

Marketing Representative

2003-2004, *Knox Financial Group* Baltimore, MD

- Called potential customers to advise them of refinancing their homes
- Provided customer with information on products and services
- Inputting customer’s information to determine if they meet criteria
- Ensuring that the information is correct when the loan officer receives it

EDUCATION

- **Masters in Business Administration specializing in Human Resource Management**
Strayer University- Baltimore, MD; Expected Fall 2010
- **Bachelor of Science in Communications concentrating in Public Relations**

Morgan State University; Baltimore, MD; May 2008

REFERENCES

Dr. OluwaTosin Adegbola
Professor of Communications (Public Relations)
Morgan State University
(443) 885-3648

Ms. Sylvia Hill
Customer Relations Manager/ Recruiting Specialist
IKEA North America
(410) 931-3018

- Additional references gladly furnished upon request

ACTIVITIES/MEMBERSHIPS

AccessPR (student operated Public Relations organization)
Morgan State University

SHRM- Society for Human Resource Management- Student Member

- **CHRA**- Chesapeake Human Resource Association- Student Member

SKILLS AND TRAINING

Human Resources

- PeopleSoft
- GlobalView (SAP)
- ProBusiness
- Mobility (Relocation/Immigration)
- CMS
- CDS
- KRONOS
- Benefits/Rewards