

L. DENISE PATTON-JONES

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HR SKILLS

<i>HR Department Startup</i>	<i>Staff Recruitment & Retention</i>	<i>Orientation & On-Boarding</i>
<i>Employment Law</i>	<i>Benefits Administration</i>	<i>Training & Development</i>
<i>FMLA/ADA/EEO/WC</i>	<i>HR Program/Project Management</i>	<i>Organizational Development</i>
<i>HRIS Technologies</i>	<i>HR Sales and Marketing</i>	<i>HR Policies & Procedures</i>

PROFESSIONAL EXPERIENCE

KAPLAN HIGHER EDUCATION (2009-2010) AND EDUCATIONAL AFFILIATES (2010-PRESENT) — Baltimore, MD

Career Services Advisor,

- Actively participant in the selection and recruitment of Medical Assistants, Office Practice Managers, Pharmacy Techs, Medical Billers and Coders, and Dental Assistants with local physician offices.
- Plan and conduct marketing calls and direct mail marketing follow-up with possible employers. Educate employers on curriculum and competitive compensation. Plan and conduct employer visits and on-campus recruiting. Actively and routinely seeks employer feedback and researches industry trends. Share this information when appropriate within the school to aid in the development/enhancement of curriculum and successful outcomes for graduates.
- Accomplished a 50% increase in placements in less than 6 months of hire from 34% in October 2009 to 64% by March 2010.
- Formed partnership agreements with Coca-Cola, BGE Home, Comfort Systems, and System One resulting in multiple placements.
- Improved visibility and image of the HVAC program by special invitation to present at the MD Board of HVAC.
- Added value to the HVAC curriculum through feedback from employers.
- Increase Medical Billing in Coding numbers from 26% in December 2010 to 68% June 2011 with 3 months left in reporting.
- Successful at building new networks with area employers to formulate externship

JOHNS HOPKINS SCHOOL OF MEDICINE -Baltimore, MD

Administrator (Contractual)- Assistant to the Associate Dean of Johns Hopkins School of Medicine, Jan 2009-Sept 2009

Coordinated office services such as purchasing, payroll, records control, and other administrative activities for new division and new department. Participated in the management of budgets and reports. Coordinated and implemented office services such as diversity training, special projects, budget accounting operations and assist with hiring of new staff. Formulated plans for Faculty Development diversification and executive search for new faculty and administration of the School of Medicine.

1st CHOICE GOVERNMENT STAFFING Silver Spring, MD

Sr. Recruiter and Federal Project Manager (Contractual) July 2008-Jan 2009

- Developed and marketed company to government agencies, GSA certified contractors for increased government contracts and SBA (8) and Hubzoned businesses. Compiled information and supporting documents to submit Cost Analysis and Proposals for federal and state proposals. Act as Liaison/Project Manager on government contracts that are located at multiple sites and across various labor categories. Managed the payroll, time recording, and benefits of employees at several Montgomery County worksites in accordance to an inclusive contract to manage revenue driven sales centers. Ability to independently handle employee performance management, employee counseling, grievances, staffing logistics, compensation management. Acted as contract Generalist. Recruited qualified security cleared personnel on government contracts according to the GSA schedule. Prepared and advertised Statement of Work via online job posting sites.

KENNEDY PERSONNEL SERVICES, Baltimore, MD

Business Development Specialist, March 2006-July 2008

- Managed the full-cycle business development process, which includes processing requisitions, writing and presenting proposals. Revitalized marketing strategies to rehabilitate public image of company and its product offerings. Increased the amount of minority contracts won. Assisted in the development, administration and communication of human resource plans, procedures and policy. Responsible for hiring internal office staff. Acted as company representative in the business community, at Chamber of Commerce events, vendor outreach events and job fairs.

GAP FACILITIES CORPORATION, Charlotte, NC

Human Resource Manager, Sept 2003-Feb 2006

- Responsible for marketing and company proposal submission on state and private facility contracts. Hired and managed regional staff assigned to perform maintenance and cleaning of government owned facilities. Acted as purchase agent for region with a purchasing budget of \$2 million per year. Managed regional operation budget for 4 territories.

EDUCATION & CERTIFICATIONS

**CAPELLA UNIVERSITY — Master's in Human Resources and Human Capital Management
2011-present**

**BENNETT COLLEGE FOR WOMEN – Bachelor's in Music Education/ Pre-Law
Class of 1997**

OF NOTE

Computer Skills and Administrative Ability:

Demonstrated knowledge of HR laws, policies, and procedures. I have proficiency in Word, Excel, PowerPoint, Access, Outlook, Peoplesoft, E-verify, SAP, Quickhire, and Hiredesk.

Affiliations:

- Society for Human Resource Management (SHRM) #01390970
- Chesapeake Human Resources Society
- Human Capital Institute