MELISSA GRIMES

**melissalgrimes1@gmail.com • Mobile 317.258.0471**

Dynamic Human Resource Manager with experience developing organizational training programs, processes, and solutions that achieve high performance. Specializes in new-hire training and ongoing education; infuses employee with the tools and capabilities they need to succeed onsite and remotely. Blends business savvy with superior communication skills and an impressive portfolio built from numerous successes in revitalizing underperforming teams and guiding projects to a timely and on-budget completion. Defines the tactical realm of performance measurement, and leverages talent to empower others to realize their full potential, broaden knowledge, and improve efficiency. Continuously advancing self-development and efficiency in the workplace. Currently pursuing SPHR certification.

Areas of Strength

Administration

Communication

Employee Management

Presentations

Problem Solving

Process Improvement

Project Management Inclusion

HRIS Systems

Critical Thinking

Public Speaking Customer Relations Remote Team Management

Financial Management

Multi-location Management

Virtual Platforms Team Building Start-ups

Adaptability

Detail-oriented

Multimedia Skills

Time Management

Team Leadership & Collaboration

Workforce Planning

Compliance

Change Management

Active Listening Persistence

Self-reliance Interdependent Leadership

Professional Experience

***Walmart Ecommerce* 2018-Present**

 **HUMAN RESOURCE BUSINESS PARTNER**

Key role in driving and implementing business plan and objectives in area of responsibility to reach facility goals. Directly

 Supervise & lead a team of eight Human Resource Generalists. Facility point of contact for up to 2,500 employees.

 Oversees and directs day-to-day operations of HR team and functions including performance management, benefits, payroll,

 onboarding, recruiting, compensation, unemployment claims, investigations, workman’s comp claims, and supporting

 business operations. Ensures compliance of HR policies including all state and federal laws. Played a critical role in

 streamlining processes and implementing standard operating procedures. Have received multiple commendations for

 performance and network support in assisting other facilities in the network.

***CCS, Inc.* 2015 – 2018**

 **SENIOR ACCOUNT MANAGER/ OPERATIONS MANAGER**

 Senior role in leading all aspects of operations for Indianapolis Market. Daily customer interaction and follow-up;

 including current client relationships and establishing new business relationships. Managed controllable expenses to ensure

 profitability. Maintained and implemented processes to reduce attrition in the market. Implemented new initiatives and

 several start-ups.

***Walmart Stores, Inc***. **2004 – 2015**

**STORE CO-MANAGER**

Promoted through positions of increasing scope and profile to maximize performance through the implementation and management of various employee development initiatives. Administers staff training programs to ensure employee knowledge of current company programs. Collaborates with & leads direct reports to consistently achieve and maintain steady increases in profitability & minimizing controllable expenses. Direct contact for up to 400 employees.

Education

**MBA, Concentration in corporate management (2012)**

*Colorado Christian University*

**ba, Communication Studies, concentration in rhetoric (2009)**

*Indiana University/ Purdue University of Indianapolis, IN*

**CERTIFICATE, HUMAN RESOURCE MANAGEMENT (2009)**

*Indiana University/ Purdue University of Indianapolis, IN*