

# Linda Israel

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## Human Resources Manager & Generalist

Self-disciplined and technically acute professional with 4+ years of experience and expertise in all facets of human resources operations, programs, and policies. Experienced in resolving complex administrative issues and managing a wide range of computer systems and databases. Skilled in collaborating with all members of the implementing technology solutions. Proficient in developing new procedures controls to improve operations' efficiency. Effective in managing records and documentation.

- Program Management
- Employee Relationships
- Process Improvement
- Staff Training & Onboarding
- Performance Evaluations
- Records Management
- Working Capital Management
- Database & Systems Management
- MS Office Suite & MS Outlook

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### PROFESSIONAL EXPERIENCE

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**Coca-Cola Company**, Fremont, CA

July 2018 – Present

#### Scheduling Coordinator

Organize schedules for the company and its management team. Maintain timesheets, take calls from existing and prospective customers, manage appointments, maintain documentation, and prepare reports.

- Administer and oversee pre-book load appointments (48+ hours) for assigned accounts.
- Complete EOD reports ensuring effective communication between the Application Management and Scheduling teams.
- Collaborate with career managers and drivers to achieve optimal transit times, improving operations efficiency.
- Develop and implement new onboarding process for scheduling coordinators; train new hires on scheduling processes and business practices.

**The Gallagher Group**, Pasadena, TX

November 2017 – March 2018

#### Learning Operations Generalist (HR)

Collaborated with Learning Operations Specialists and Learning Partners to manage databases, maintain electronic records. Served as a primary point of contact for managing and resolving issues with the learning management system, learning portal, and other integrated systems.

- Planned and created learning events (i.e. courses, classes, etc.) in the learning management systems.
- Created curricula assignments; assigned tasks to learners, and set up automated assignment notifications.
- Updated learners' registration status for learning events.
- Investigated and analyzed system for technical issues; resolved technical issues and escalated complex problems to the higher management.

**The United States Air Force**, Austin, TX

October 2013 – Dec 2016

#### Human Resources Manager

Maintained human resources by planning, implementing, and evaluating employee relations and human resources policies and programs. Managed all HR matters across the department, to include performance reviews, disciplinary actions, etc.

- Maintained HR records and analyzed employment-related data to prepare reports and evaluations.
- Collaborated with higher management to develop and enforce personnel policies and procedures.
- Interpreted and trained employees on HR policies, procedures, laws, standards, and regulations.
- Updated documentation, organizational charts, employee handbooks, directories, performance evaluation forms, etc.
- Assisted the management team with employee training, interviewing, career counseling, and performance issues.

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### EDUCATION & CREDENTIALS

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**Master of Arts in Psychology**, University of California, Berkeley, CA, May 2019

**Bachelor of Arts in Human Resources Management**, University of California, Berkeley, CA, Mar 2017