

Carlos A. Resto

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Springfield, MA 01128

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HIGHLIGHTS OF QUALIFICATIONS

- Highly creative and innovative, able to motivate and handle conflicts, and skilled in setting priorities.
- Readily transcend cultural and language (fluent in Spanish) differences.
- Dedicated to professionalism, highly motivated toward goal achievement.
- Supervise an excellent administrative team to help provide the best support to our staff.

PROFESSIONAL EXPERIENCE

Human Resource Director

Multicultural Community Services (www.mcsnet.org)

1/03-current
Springfield, MA

- Coordinate staffing needs with managers and supervisors
- Recruit, interview, hire, provide orientation and terminate employees
- Administer benefits including health, dental, FMLA, 401K, COBRA, and workers' compensation
- Process unemployment claims and represent MCS in unemployment hearings
- Schedule trainings on policy and procedures, and changes in HR
- Provide counsel to employees and management on employee related conflicts and disciplinary matter
- Adhere to labor laws and keep informed on changes on state and federal level
- Participate in the development of personnel policies and procedures
- Develop job descriptions and job specific performance evaluations
- Maintain personnel files and adhere to confidentiality and HIPAA policy
- Attend and participate in monthly senior management meetings & professional development programs
- Assist with direct care of individuals with mental disabilities in office and at scheduled events
- Organize and work with Senior Management team to implement a smooth merger with 2 smaller organizations
- Represent the agency at industry and community functions
- Facilitate professional relationships with other community organizations and HR professionals
- Collaborate closely with IT to find and fix computer issues, set up new employee accounts, and help strategize the agency IT goals
- Supervise administrative staff

Human Resources Generalist

Union-News/Sunday Republican

10/00-12/02
Springfield, MA

- Recruited, interviewed, hired and provided orientation to new employees
- Coordinated full-time employee benefits and EAP employee training programs

Staffing Supervisor

Kelly Services

1/00-10/00
Springfield, MA

- Provided account services and built long-term relationships with employers
- Coordinated recruitment activities such as job fairs and on-site recruitments
- Interviewed, hired, provided orientation, counseled and terminated employees
- Supervised office in South Hadley

Account Executive/Job Developer

Boston Career Link

1998-2000
Boston, MA

- Provided account services and built long-term relationships with employers
- Coordinated employer activities such as industry briefings, job fairs and on-site recruiting
- Provided career counseling to assist members in career decisions and solicited job openings

Branch Supervisor (Chestnut St.)

SIS Bank

1994-1997
Springfield, MA

- Interviewed, trained and developed staff to adhere to strict cash handling policies
- Completed the Retail Management Training Program

EDUCATION:

Bentley College, Waltham, MA,

1994

Bachelor of Science in Management, Minor in Behavioral Sciences

CERTIFICATIONS:

Notary Public, State of Massachusetts

COMPUTER SKILLS:

Microsoft Office, Word, Excel, Outlook, Power Point, Internet