

# DARRIN WILLIAMS, MBA

## HUMAN RESOURCES MANAGER

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### PROFESSIONAL SUMMARY

**Performance-driven, analytical, results-oriented** Human Resources Manager with a proven track record of successfully analyzing organizational needs and developing holistic HR strategies to attract a pipeline of top-tier talent, enhance employee retention, and foster an engaged and productive workforce. **Seasoned culture builder;** creates inclusive, performance-based organizational cultures that mitigate employee turnover, raise the organization's public profile, strengthen employee relationships, and differentiate the company from its peers.



### CORE COMPETENCIES

- HR Operations Management
- Project & Program Leadership
- Employee Relations & Engagement
- Talent Acquisition & Retention
- HRIS Management/Maintenance
- Payroll & Benefits Administration
- Operational Change Management
- C-Suite Presentations & Reports
- Strategic Vendor Management
- Strong Conflict Resolution Skills
- HR Marketing & Advertising
- Talent Management/Development

### CAREER HIGHLIGHTS

#### **Jacobs Engineering** • San Diego, CA • 2016 to Present

*Leading provider of engineering, technical, construction, and specialty consulting services with over \$16B in annual revenue.*

##### **Director of Human Resources**

Provided leadership, oversight, and direction for a 14-member human resources team to direct all HR operations – from talent acquisition and retention through organizational development, performance management, talent development, payroll, and benefits administration. Designed and implemented integrated HR strategies to anticipate and fulfill future hiring needs, recruit best-fit talent for diverse engineering roles, and provide a highly differentiated employee experience.

- **Set the tone, vision, and strategy of the HR Department;** developed HR policies and processes that are standardized, scalable, and informed by industry best practices.
- Conducted deep dives to analyze existing HR operations, identify gaps or deficiencies, and capitalize on improvement opportunities.
  - Overcame significant resistance to change to secure leadership buy-in for 8+ strategic change initiatives.
- **Fostered an organization-wide culture of ownership and accountability,** improving staff attendance by 9%.
- **Served as go-to resource and HR advisor for executives;** supported leadership during a high-growth period that saw the organization scale from 45 to 650+ staff in 6 years.
- **Orchestrated the deployment of leading-edge HR tools** and technologies to enhance efficiency by 24%.

##### **Frank S., COO, Jacobs Engineering**

“I have witnessed Darrin’s ability to manage complex HR initiatives while fostering a positive work environment. He consistently demonstrated strong leadership skills, implementing employee engagement programs that significantly improved team morale and retention.”

#### **B&M Confection** • San Francisco, CA • 2013 to 2016

*Founded in 1978, B&M is a British multinational variety store chain and key constituent of the FTSE 100 Index.*

##### **Human Resources Manager**

Designed employee-centered HR policies and procedures to foster an engaged workforce, enhancing employee morale and retention. Reduced HR costs by renegotiating contracts and reducing the reliance on third-party recruitment agencies.

- **Overhauled HR policies and processes,** embedding DE&I best practices in all aspects of firmwide operations.

- Successfully **reduced the employee attrition rate** by ~10% throughout tenure.
- Identified and capitalized on cost reduction opportunities; sourced a new payroll vendor to reduce YoY costs by 15%.
- **Identified training and development needs** via performance management initiatives, implementing multiple third-party training programs to close gaps in skill or knowledge.
  - *Contributed to a 12% improvement in employee performance during annual reviews (2015).*
- **Designed compensation structures**, aligning with market rates and ensuring competitiveness vs. industry peers.

#### **OCP Group • San Diego, CA • 2010 to 2013**

*State-owned phosphate rock miner, phosphoric acid manufacturer, and fertilizer producer with ~\$2B in annual revenue.*

##### **Human Resources Manager**

Developed, implemented, and maintained HR policies and training programs to improve staff productivity. Orchestrated full-cycle recruitment efforts, from candidate sourcing and screening to interviewing, offer presentation, and onboarding.

- **Deployed new software** to streamline average recruitment cycles (from candidate outreach to onboarding) by 17%.
- **Represented the company in recruitment events and conferences** to build a high-performing candidate pipeline.

#### **The Marriott • Dubai, UAE • 2009 to 2010**

*Marina-based 924-room five-star hotel widely recognized as one of the tallest hotels in the world.*

##### **Human Resources Manager**

Trained the management team to reinforce recruitment and performance management best practices. Designed a new training and onboarding program; delivered a frictionless onboarding experience for new hires. Trained HR staff, providing them with a strong foundation in payroll practices. Conducted periodic pay surveys to ensure parity with market rates.

- **Strategically in-housed previously outsourced HR services** to reduce departmental expenses by 14% annually.
- **Renegotiated insurance contracts** for 3+ locations, contributing \$240K in annualized cost savings.
- **Optimized talent acquisition practices**, reducing recruitment-related expenses by 8-10%.

#### **The Ritz-Carlton • Dubai, UAE • 2006 to 2009**

*Luxurious, 256-room oceanfront hotel that blends a relaxing intimate retreat with the opulence and vibrancy of Dubai.*

##### **Human Resources Officer**

Conducted employee performance evaluations for the management team, designing individual development plans to upskill and elevate team performance. Proactively reviewed and recommended pay structure revisions. Leveraged conflict resolution skills to resolve grievances, foster a frictionless work environment, and ensure business continuity.

- **Heavily involved in establishing a Center of Excellence (CoE)** to uphold HR and operational best practices.
- Managed, updated, and maintained payroll processing in line with corporate policies and payroll best practices.

##### **Eric W., CFO, OCP Group**

“Darrin’s HR expertise and leadership skills have been critical in influencing and partnering with business executives and Centers of Excellence. He managed the HR strategy, optimized programs and services, and provided workforce planning to support both incremental and transformational change. His ability to coach senior leaders and mentor employees has significantly improved leadership capabilities and fostered growth and development at all levels.”

##### **EDUCATION**

MUNDIAPOLIS UNIVERSITY – *San Diego, CA*  
**Master of Business Administration (MBA)**

FEDERATION FOR EDUCATION IN EUROPE – *Lyon, France*  
**Master of Management and Strategy of Corporations**

OFPPT – *Paris, France*  
**Business Management Diploma**

BRITISH UNIVERSITY OF DUBAI – *Dubai, UAE*  
**Bachelor of Business Administration, HR Management**