**Hazim Khan**

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**Management Analytics | Workforce Development | Business Services**

# Professional Summary

Experienced customer centric professional with a wide variety of management and workforce development skills. Industry experience in staffing, environment service, local government, global human resources, private and public sectors with the ability to provide transferable skills to any organization. Recognized by leadership, colleagues and clients as a problem solver who readily adapts to change, works independently, exceed expectations with excellent communications skills and attention to detail.

# Competencies

Project Management | Analytics | Operations | Finance | Human Resources | Customer Service

Training, Coaching & Mentoring | Process Improvement | Procurement

# Career Achievement

* Manage 30K annual budget for 6 departments including equipment procurement, training and operations
* Recognized as 2-Time Employee of the month helping to champion annual reporting ratings to 97%
* Implemented Diversity Equity & Inclusion program including a comprehensive mentorship program

# Executive experience

**Administrative Project Analyst – Business Services 2018 - Present**

City of Richmond OCWB | Richmond, VA

Support community workforce development grant initiatives by serving as a Business Services Representative. Serves as a principal program support resource regarding processes and procedures applicable to the program.

* Assist local employers across a variety of industries with their recruitment needs
* Educate and inform employers, community organizations and other stakeholders of the full menu of workforce development programs and services
* Connect with employers to identify their labor needs while developing a plan of service to meet those needs
* Planning, developing and coordinating efforts to improve business satisfaction using workforce development employment and training programs
* Developing, coordinating and maintaining effective working relationships with businesses, community organizations, industrial education groups and business planning committees
* Screening employment opportunities, job fairs, and networking opportunities to facilitate workforce development opportunities for community members

**Staffing Performance Manager 2017 - 2018**

Employebridge | Richmond, VA

Contribute to delivering the operating unit's commitments by effectively managing field employees at a Value-in-Partnering work site

* Nurtures, builds, and maintains strong relationships between the client and our company
* Coordinates activities to fulfill client needs, including the recruitment, screening, interviewing, and hiring of individuals for assignment
* Maintain a cross section of client site support including timekeeping, payroll, attendance reports, invoicing, productivity reports, field employee orientations and performance evaluations, and exit interviews
* Provide field employee development including coaching, counseling, and assignment evaluation
* Facilitates on-site events for field employees on site, including but not limited to recognition and retention programs, safety awareness programs, and co-sponsored social events
* Provides extensive employee decision making including hiring, firing, advancement, promotion or any other change of status of other employees

**Client Service Administrator 2014 - 2017**

Agile\*1 | Richmond, VA

Support Client Users, Supplier Partners and Contingent Workers utilizing Agile\*1 VMS Technology

* Manage compliance processes with the workforce management program
* Prepare weekly and monthly reporting for HR partners
* Serve as a liaison between Client and Vendors on requirement issues
* Facilitate administrative systems issues between the Client, Vendors and Corporate IT Team
* Collaborate with billing to ensure the timely delivery of accurate billing by completing all tasks involved in the payroll process by the approved deadlines
* Provide recruiting support by screening resumes for Technical, Clerical, Professional and IT positions

**Staffing Consultant 2013 - 2014**

Randstad | Richmond, VA

Generate new business relationships and manage existing pipeline by offering employment solutions and exceptional Talent

* Build, manage, qualify, and maintain a database of clients and prospects that is aligned to the business opportunity in the market
* Sell Staffing Services through effective phone calls and in-person visits, which foster a consultative relationship and increased business with the client
* Effectively recruit, interview, retain, coach and develop Talent, understanding their needs and helping them meet their professional goals
* Provide full cycle recruiting for manufacturing positions such as matching candidates to requirements, reviewing resumes, phone screening, scheduling and conducting interviews, and reference checks
* Perform all on boarding activities including generating offer letters, processing background checks, and facilitates coordination with payroll/benefits, and conduct new hire orientation

**Major Account Manager – Public Sector 2010 - 2012**

Waste Management | Richmond, VA

Generate new business relationships and manage existing pipeline by offering employment solutions and exceptional Talent

* Prospected and closed sales to new customers
* Saved, secured and converted accounts by handling all cancellation requests and education of contract details
* Increased revenue and profitability by executing sound plans on retention calls to improve the service and profitability
* Recognized as subject matter expert in SPC sales
* First salesperson in district to sell 88 units to City of Richmond
* Analyzed pricing on accounts with Financial Analyst to remain competitive and profitable

# Education

**Master of Education**

Liberty University, Lynchburg, VA

Concentration: *Technology & Online Learning*

**Master of Business Administration**

New York Institute of Technology, Old Westbury, NY

**Bachelor of Arts, English**

Montclair State University, Montclair, NJ

# Professional Organizations

**Business Development Association (BDA) |** Member

**National Nonprofit & Government Workforce Association (NNGWA)** | Conference Committee Member