



# Svetlana Greer

## HR Intern

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## STRENGTHS

- 👥 **HR Service Support**  
Mapped requests from intake through resolution during a capstone. Small workflow changes made follow up clearer for everyone.
- 👤 **Recruiting Coordination**  
Built candidate messages and interview steps for hourly roles. Classmates often relied on this sequence when timelines shifted.
- 💬 **Employee Engagement**  
Reviewed pulse survey themes and shaped recognition ideas. Presenting findings helped turn scattered feedback into useful discussion.
- ⚙️ **Process Improvement**  
Compared current and future workflows in a student lab. Participant feedback led to clearer instructions and fewer confusing steps.
- 🗣️ **Professional Communication**  
Presented recommendations to faculty and peers, then revised work after feedback. Conversations became more focused and practical.

## SKILLS

Human Resources Operations

Talent Acquisition Onboarding

Retention Employee Engagement

Employee Relations

Recognition Programs

Community Outreach

Continuous Improvement

Process Mapping Microsoft Excel

Project Documentation

Survey Analysis

## SUMMARY

Human Resources student pursuing a Bachelor of Business Administration in **Human Resources Management**, with supervised academic experience supporting **talent acquisition**, onboarding, retention, employee engagement, employee relations, recognition programs, community outreach, and **continuous improvement**. Coursework and project work connect HR practices with **business objectives** in simulated manufacturing settings. Built process maps, Excel trackers, survey summaries, onboarding plans, candidate communication workflows, and service delivery recommendations. Worked with classmates, faculty, simulated employees, and supervisors through presentations, feedback sessions, and structured documentation. Academic projects reflect organized follow through, respectful communication, careful handling of participant information, and practical problem solving. Prepared to contribute thoughtful HR support, learn plant operations, and help teams create consistent employee experiences.

## EDUCATION

### Bachelor's Degree in Human Resources Management

University of North Texas 🎓 GPA: 4.0 📅 2027 📍 Denton, TX

**Coursework:** *Human Resources Management, Organizational Behavior, Talent Acquisition, Employee Relations*

## TECHNICAL SKILLS

- **Human Resources Operations:** HR operations, employee support, HR assignments
- **Talent Acquisition:** Recruiting coordination, candidate screening, interview scheduling
- **Onboarding Processes:** New hire plans, orientation, policy acknowledgments
- **Employee Relations:** Workplace concerns, attendance cases, escalation paths
- **Employee Engagement:** Pulse surveys, retention themes, engagement feedback
- **Recognition Programs:** Employee recognition, participation tracking, feedback measures
- **Community Outreach:** Community service, outreach planning, local activities
- **Continuous Improvement:** Process mapping, current state review, future state workflow
- **Microsoft Excel:** Candidate tracking, milestone tracking, validation checks
- **Project Documentation:** Workflow assumptions, evaluation criteria, lessons learned
- **Communication Tools:** Professional email, presentations, candidate messages
- **Survey Analysis:** Pulse survey review, exit feedback, response themes

## EXPERIENCE

### HR Service Delivery Project Lead

Capstone Project 📅 January 2026 to Present 📍 Denton, TX

Leads a supervised capstone for a simulated manufacturing site, studying **HR service delivery**, **employee support**, and practical workflow improvement.

- Mapped **recruiting** and **onboarding** requests for a simulated manufacturing site, clarifying handoffs and resolution paths.
- Built an Excel tracker for candidates, onboarding milestones, recognition activities, and follow up actions.
- Created a new hire plan covering pre arrival communication, orientation, manager touchpoints, and feedback collection.
- Analyzed pulse survey results, grouping findings into **retention** and **employee engagement** themes for faculty review.
- Documented workflow assumptions, evaluation criteria, changes, and lessons learned in a final project report.

Professional Communication

Workflow Tracking

## LANGUAGES

English Native

Russian Proficient

## MY CAREER

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MONTHS

### Talent Acquisition and Employee Relations Project

University Project 📅 August 2025 to December 2025 📍 Denton, TX

Completed a supervised semester project simulating HR support for hourly **plant roles**, including recruiting coordination, **employee relations**, retention, and outreach planning.

- Simulated hourly plant recruiting through job criteria, **candidate screening**, **interview scheduling**, and onboarding tasks.
- Created candidate messages for application acknowledgments, interview coordination, selection updates, and pre start information.
- Reviewed attendance and workplace concern scenarios, identifying documentation needs and appropriate escalation paths.
- Compared anonymized exit feedback with engagement responses, identifying retention themes without overstating conclusions.
- Presented recognition and **community outreach** recommendations, then revised workflows after peer and faculty feedback.

### HR Process Improvement Team Member

Student Innovation Lab 📅 January 2025 to May 2025 📍 Denton, TX

Contributed to a supervised team simulation focused on simpler HR request tracking for a hypothetical industrial workplace, with emphasis on service quality and follow through.

- Documented current HR request steps and compared them with a simpler future workflow.
- Created intake fields and a shared spreadsheet log for ownership, categories, follow up, and completion.
- Tested a proposed support workflow with 18 student participants acting as **employees** and supervisors.
- Revised reference instructions after participant feedback revealed unclear terminology and recurring points of confusion.
- Demonstrated consistent intake and documentation practices that supported responsive employee service during team review.

## PROJECTS

### Plant Employee Experience Workflow 📅 2026

Mapped employee support requests from intake through resolution, connecting practical service improvements with respectful workplace experiences and business priorities.

### Community Outreach and Recognition Plan 📅 2025

Proposed recognition and community activities that connect employee participation with shared purpose, local service, and meaningful engagement feedback.

## LEADERSHIP & AWARDS

- Dean's List, University of North Texas, 2025
- Academic Excellence Scholarship, 2025
- Student Research Presentation Recognition, 2026

## CERTIFICATIONS

- Human Resources Foundations 📅 2026
- Continuous Improvement Foundations 📅 2026

## PROFESSIONAL AFFILIATIONS

- Student Peer Mentor, University of North Texas, 2025 to Present
- Campus Community Service Volunteer Coordinator, 2025 to Present
- Student Professional Development Committee Member, 2026 to Present

## ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

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AVAILABLE ON REQUEST