

LATISHA CASTLE, PHR

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DATE

Mr. Joe Smith
Regional Manager
XYZ COMPANY
Post Office Box 17065
Washington, DC 23705

RE: Human Resources Manager Position

Dear Mr. Smith:

These are tough times for employers seeking to hire and retain quality people.

As a masters-prepared Human Resources professional with experience in start-up, government, corporate and academic environments, I can help. Coupled with an up-to-the-minute Executive Graduate Certificate in Business, focused on Human Resources Management, my background provides a strong foundation to ensure XYZ COMPANY's continued access to its most important resource: quality employees.

With a holistic understanding that includes recruitment, reward systems, worker's compensation and collective bargaining, I can leverage the strengths of your organization through effective strategies that will meet your human resources goals.

I have enjoyed my recent experience of successfully managing thousands of cases as the Worker's Compensation Specialist on the Risk Management Team of the City of Amherst, MA. It is gratifying to know that our work has helped our employees, contributed to the welfare our organization and reduced claims by 15%. However, I am ready to take on a more challenging position at an organization that will benefit from my talents and education. Your position for HUMAN RESOURCES MANAGER could be the perfect opportunity.

I am enthusiastic about setting up a meeting to review your needs and learn how I might contribute to them. I hope you will also want to meet after reading the enclosed résumé. I will call you next week to set up a mutually convenient time.

Sincerely,

Latisha Castle

ENCLOSURE

I think in 2007 we'll see steady growth, much more of an employee market.
Brent Rasmussen, CEO, CareerBuilder.com

HUMAN RESOURCES PROFESSIONAL

Masters-prepared HR generalist with hands-on experience in human resources systems, operations and programs encompassing IT/Web-based tools, recruiting, compensation, benefits, payroll, records, reporting and other related functions. Trained in cutting-edge approaches to employee relations/reward systems, labor unions and collective bargaining.

Proven expertise in writing/updating educational materials and associated plans in sales, customer service, library management and claims adjudication environments.

Responsive to organizational needs and achievement of business objectives. Strategic/tactical planning and leadership strengths combine with technical and project management skills. Proactive business partner to senior operating management to guide in the development of start-up, government and corporate organizations. Trusted team member and adept leader. Known for integrity, work ethic and facilitating mutually beneficial employer/employee relationships.

EDUCATION AND TRAINING

Executive Graduate Certificate in Business, University of Massachusetts, Boston, MA, Expected June 2007
Focus: Human Resources Management

Society of Human Resources Management Certification, 2007

M.S., Administration, University of Massachusetts, Amherst, MA, 2000
Degree Emphasis: Human Resources Management

Dual B.A. Degrees: Political Science and History, Amherst College, Amherst, MA, 1998

REPRESENTATIVE ACCOMPLISHMENTS

- ✓ Researched and created career path guide for museum specialists at National Air and Space Museum. Developed synthesis of job classification standards with day-to-day realities of jobs performed by over 50 staff, spanning a multitude of specialties and five levels of pay.

Latisha required minimal coaching and assistance to complete a difficult project with an ambitious scope. She succeeded admirably. – Maggie Stewart, Personnel Manager, National Air and Space Museum

- ✓ Recruited by start-up childcare company to draft and implement company policies, associated personnel manual and HR protocol from scratch. Ensured P&P conformed to state laws.

- ✓ Held several prestigious internships and temporary positions while carrying full undergraduate and graduate course loads. Received exceptional feedback from all supervisors. Every organization holding a temporary contract maintained relationship for maximum time allowed by contract and expressed desire to offer permanent position.

Latisha has worked for Staff Now on several assignments, both long and short-term. Her performance, regardless of the assignment has always been top-notch. – Jim Spencer, Agent, Staff Now

Latisha's sincere commitment... and her talents, both verbal and written, compel me to express how much of an asset Latisha will be to whatever community or organization she joins. – Pat Moss, Writing Center Director, Amherst College

We have engaged about a dozen fine student interns... and Ms. Castle has been the best... [The] professional manner in which she took on the job belied her intern status. – Melly Darin, President, Women's College Coalition

- ✓ Earned much higher level of responsibility than is typical for a White House intern. Given “blue badge” granting access to all areas of White House. Entrusted with managing logistics for President's trip to South America.

Latisha always displayed excellent diplomacy and valuable communication skills... The hard work and discipline which she exhibited went well beyond her responsibilities as an intern. – Ben Johnson, Deputy Assistant to the President

IN-SCHOOL EMPLOYMENT

STAFF NOW WORK SOLUTIONS

Executive Office Staff (8/00–7/02)

Completed several temporary assignments with this world-renowned, \$8.2B global provider of employment services.

Assignments included:

ASSOCIATION OF TRIAL LAWYERS OF AMERICA, Boston, MA

Editor/Formatting Specialist – Edited, revised and formatted diverse publications to comply with the National College of Advocacy’s guidelines and bluebook citations. Edited membership publications and directories.

GOLDSTEIN & HENRY, PC, Boston, MA

Assistant to Staff Paralegal Coordinator – Redacted briefs, depositions and pleadings that included attorney-client privileged information and subpoenaed documents.

STEELE AND BERLE, PC, Boston, MA

Assistant to Acquisitions Librarian – Processed acquisitions requisitions for new books, periodicals, research materials, etc. Trained newly hired library personnel and coordinated shift transitions.

PATENTLY LAW, Boston, MA

Patent Processor – Prepared and processed patent documentation, forms and relevant invoices for this third largest law firm in the United States.

AMHERST COLLEGE, Amherst, MA

Writing Consultant (1/00–5/00)

Employed part-time in Writing Center to assist students with preparation of theses. Consulted with ten graduate students and three undergraduate students on paragraph development, presentation clarity, coherence, grammar, punctuation and layout.

- Nominated for position by professor impressed with article critiques.
- Known for constructive criticism and imparting improved writing ability in addition to bettering specific projects.

INTERNSHIPS

WOMEN’S COLLEGE COALITION, Boston, MA

Women’s Advocacy Intern (8/99–5/00)

Performed variety of support functions at headquarters of this non-profit organization whose mission is to make higher education accessible for women. Compiled and maintained membership database, processed survey results, performed research functions and executed direct marketing campaigns.

NATIONAL AIR AND SPACE MUSEUM, Washington, DC

Intern – Office of Management and Administration (Summer 1999)

Interned under auspices of Museum Institute, serving as liaison between museum technicians/specialists and Office of Management and Administration. Reconciled job classification standards with everyday realities of specialized positions. Developed formal plan recommending strategies for career path advancement. Position required handling of extremely confidential documents and information.

THE WHITE HOUSE, Washington, DC

Intern – Office of Public Liaison (1/98–5/98)

Processed and submitted requests for Presidential visits for national and international sources. Organized and prepared materials for briefings and meetings with President. Edited documents and assisted with speech writing. Served as functional liaison between administration and general public. Position required handling of extremely confidential documents and information.

PROFESSIONAL EXPERIENCE

CITY OF AMHERST, FINANCE DEPARTMENT, Amherst, MA

Workers' Compensation Specialist (5/05–Present)

Serve on five-member risk management team. Service claims for thousands of city employees. Initiate first accident and minor injury reports, investigate claims and determine benefit amount. Process medical cost reports and wage loss award claims. Maintain and report on status of claims including indemnities, litigation, expenses, and medical costs. Write all relevant correspondence. Use MS Access to create and update associated files. Provide supplemental assistance to City payroll.

- Administer hundreds of open claims at any given time, each worth \$5,000–\$30,000+.
- Team reduced new claims approximately 15%.
- Process payroll for 20 people, distributing approximately \$20,000 a month, in addition to risk management duties.

24-HOUR CHILD CARE, Boston, MA

Human Resources Administrator/Program Developer (3/04–3/05)

Recruited to management team of start-up child care facility serving 95 daycare, after-school and 24-hour care children. Hired and terminated employees, administered benefits program and conducted orientations/training. Created and maintained database of employee records.

- Wrote and implemented P&P in accordance with state law.
- Wrote and implemented personnel manual for seven cross-functional staff.
- Built teaching staff from two to five, recruiting two fully credentialed teachers and an additional teacher's assistant.

HERBALIFE, Boston, MA

Sales Manager (11/03–3/04)

Directed sales program for this holistic health products marketing and distribution firm with 22 locations on the east coast. Hired, oriented, supervised, motivated and evaluated performance of sales representatives. Ensured compliance with production and customer satisfaction quotas. Performed document/data management for personnel and sales operations. Updated and maintained diverse databases. Reported to Director of Sales.

- Provided in-house support for 100+ salespeople.
- Generated hundreds of orders monthly through direct and online sales initiatives.
- Known for turning around under-performing sales representatives.

PARTY TIME RENTALS, Amherst, MA

General Manager (3/03–8/03)

Managed all aspects of this party equipment and supply rental/sales store. Oversaw counter sales, customer service, inventory control, order processing/shipping logistics, cash accountability and supervision of up to four assistants. Prepared reports for ownership. Updated and maintained client and vendor databases. Reconciled accounts and expedited multiple orders daily, including pick-ups, deliveries and contracts.

IT SKILLS

MS Office, Access, PeopleSoft, Carpe Diem, Legal MacPac, iManage, Procure and Internet research and recruiting tools.

Active member Society of Human Resources Management (SHRM)

Willing to travel/relocate.