

SHARMINA AKTER
HUMAN RESOURCE SPECIALIST

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Location: Ohio, USA

SUMMARY

I am a motivated HR professional with comprehensive experience in **talent management, employee relations**, and HR operations. I am skilled in **recruiting, onboarding**, and providing training and development programs that enhance organizational performance. Proven track record in implementing HR policies and procedures, ensuring compliance with labor laws, and fostering positive work environments. Strong interpersonal and communication skills, with the ability to build strong relationships with employees and leadership teams. Experienced in handling **HRIS systems, conflict resolution**, and continuous improvement initiatives.

EDUCATION

Master of Arts in Education and Human resource development University of Findlay, OH, USA	Aug 2022 – Dec 2024
Bachelor of Business Administration (BBA) National University, Bangladesh.	Jan 2011 – Dec 2014

SKILLS

- Methodologies:** Talent Management, Employee Development, Performance Management, Training Needs Analysis, Learning & Development Strategies
- Documentation:** HR Policy Development, Training Manuals, Compliance Documentation, Employee Handbooks, Performance Evaluation Forms
- Management Tools:** Applicant Tracking Systems (ATS), Learning Management Systems (LMS), Performance Management Systems, HR Information Systems (HRIS)
- Data Analysis Tools:** Microsoft Excel, Google Analytics, HR Metrics & Reporting
- Design & Accounting Software:** CANVA, Adobe Creative Suite (for training materials), QuickBooks (for budgeting HR programs)
- Business Analysis Techniques:** SWOT Analysis, Business Process Improvement, Change Management
- Cloud Technologies:** Google Workspace, Microsoft 365, Workday, BambooHR, Active Net, and ADP
- Data Handling:** Data Entry, Data Management, HR Analytics, Data Privacy Compliance (GDPR, HIPAA)
- Reporting Tools:** Microsoft Power, Google Data Studio, Custom HR Reporting Tools
- Technical Skills:** Proficient in Microsoft Office Suite (Word, Excel, PowerPoint),
- Operating Systems:** Windows, Linux

EXPERIENCE

Val group, Findlay Intern (EHS & HR)	Feb 2025 – Currently
- Assisting in compiling and maintaining Safety Data Sheets (SDS) for compliance. Supporting the implementation of EHS policies and procedures to ensure a safe workplace. - Conducting research and assist in developing training materials on safety regulations. Helping in organizing safety audits, inspections, and compliance reports. - Assist in onboarding new employees, including orientation. Help organize and maintain HR files and documentation. - Contribute to the development of employee training programs. Support HR in engagement initiatives and internal communication efforts.	
University of Findlay Graduate Assistant	Aug 2022 – Dec 2024
- Assist students in developing effective study habits, time management skills, and academic strategies to enhance their learning experience and performance. - Provide one-on-one or small group tutoring sessions in various subjects, facilitating a deeper understanding of course material and promoting academic success. - Assist in collecting, analyzing, and interpreting data related to student performance and program effectiveness, contributing to continuous improvement initiatives. - Engage with students through outreach initiatives, such as informational sessions, social media campaigns, and academic advising, to promote available resources and services.	
Lakeside Association Intern	May 2024 – Aug 2024
- Assisted in the coordination of over 100 art and educational workshops, ensuring 98% participant satisfaction through effective scheduling and resource management. - Provided front-line customer support to program participants, resolving 95% of inquiries and issues within the first point of contact, contributing to a smooth and enjoyable experience for attendees. - Collaborated with the team to organize weekly art exhibitions and events, successfully increasing community engagement by 15% compared to previous years. - Collected and analyzed participant feedback, preparing detailed reports for management that helped improve the program offerings and increase future registration by 12%.	
Les Bleus Limited Manager (HR & MARKETING)	Mar 2020 – July 2022
- Led the recruitment process for the franchise, successfully filling 95% of open positions within 30 days through targeted sourcing and efficient interviewing practices. - Initiated training programs focused on customer service and operational efficiency, resulting in a 15% increase in employee performance metrics as measured by customer feedback and sales data. - Established a structured performance appraisal system that enhanced employee engagement, leading to a 25% improvement in overall employee satisfaction - Addressed employee complaints and implemented conflict resolution strategies, reducing workplace disputes by 30% over 12 months. - Ensured compliance with labor laws and franchise policies, achieving 100% compliance during internal audits and reviews. - Utilized HR analytics to track employee turnover and engagement, achieving a 10% reduction in turnover rates by identifying and addressing key areas of concern.	

CERTIFICATIONS

- Certification in MAE **Outstanding Student** from the **University of Findlay**.