

# ROBERT BEN-ELIYAHU

6318 Mullin St, Jupiter, FL 33458 • 561-745-6462 • [Rbenel2@att.net](mailto:Rbenel2@att.net) • [www.linkedin.com/in/rbenel2](http://www.linkedin.com/in/rbenel2)

## Career Profile

Creative, results-oriented, and hands-on Human Resources Professional with over fifteen years of progressive and diversified experience in Human Resources Administration. Proficient in multiple computer applications. Excellent people-skills, with a high sense of responsibility and integrity. Proven record of superb managerial and organizational skills, diligent follow-up protocol, professional communication and legal etiquette.

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## Areas of Proficiency

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- Employee Relations
- Benefits Administration
- Labor & Employment Laws
- HRIS Systems
- Policy Development
- Payroll
- Staff Recruitment & Retention
- Legal Compliance
- Performance Management
- Training & Development
- HR Policies & Procedures
- Compensation

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## PROFESSIONAL EXPERIENCE

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**Florida Public Utilities Co.**, West Palm Beach, FL  
Corporate Human Resources Manager –contract

**July 2009 to Nov 2009**

- Responsible for recruitment and background checks, compensation, benefits administration, training, policy development and regulatory compliance.
- Responsible for employee relations and conflict resolution process. Lead for all associated related internal investigations, and provide associate coaching and counseling.
- Provided support and guidance to all department managers on HR related issues.
- Provide HR strategic planning and HR management initiatives.
- Recommended updating and changes to company's policies, procedures and handbook.
- Partner with staffing agencies and placement firms to recruit, negotiate length, price, and contract terms.

**Tire Kingdom, Inc. / TBC Corporation**, Juno Beach, FL

Human Resources Compliance Manager  
Divisional Human Resources Manager  
Senior Human Resources Generalist  
Regional Human Resources Representative

**April 2007 to June 2009**  
**April 2004 to April 2007**  
**August 2001 to March 2004**  
**June 1999 to August 2001**

- Develop and implement procedures for the proper handling of all internal HR investigations
- Provide direct support and Policy guidance to approximately 50 Senior Field Managers.
- Partner with General Counsel and Senior HR Staff to identify and correct non-compliance situations.
- Participate in setting up and administering HRIS system and internet-based Employee Management System, and Deploy Applicant tracking / hiring system.
- Generate job-descriptions, Human Resources Intra-Net page, co-authored new Employee Handbook, Disciplinary Action Plans, including sexual harassment training / investigations, and exit interviews.
- Facilitate EEOC and State Agency charge investigations with HR and legal team.
- Develop and facilitate EEO and diversity training.

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## PROFESSIONAL EXPERIENCE CONTINUED

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- Act as company representative for selected interactions with government agencies and other third parties for hearings, depositions, mediations and trials.
- Administer the conversion to and implementation of ADP Payroll system.
- Coordinate and manage Human Resources-related legal claims.
- Responsible for recruitment and background checks, compensation, benefits administration, training, policy development, regulatory compliance, and employee relations.
- Develop, streamline, and train managers and associates in implementing a New-Hire Process for remote locations.
- Prepare analysis pertaining to screening costs, new-hire, re-hire, and turnover costs on a monthly / Quarterly basis, along with other reports as required.
- Develop Corporate Staffing Program, Manager Interview Program, and Document Scanning Process.
- Implement multiple and one-time-use Electronic Pay-Card System.
- Administer the H.E.A.R. Ethic's Hot-line.
- Travel periodically out-of-state to convert New Store Acquisitions.
- Co-founded "Helping-Hands", an Employee Assistance Program for traumatic or extenuating needs for associates and their families.

**Elite Valet and Parking Services Co.**, West Palm Beach, FL  
Human Resources Administrator

**May 1997 to June 1999**

- Placed advertisements, recruited, conducted interviews, and checked references of applicants.
- Conducted orientation, as well as training, for new employees.
- Processed and organized all new-hire paperwork.
- Prepared employee handbooks.
- Assisted with the preparation of new proposals and contracts.
- Processed Payroll, and coordinated weekly scheduling.

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## EDUCATION

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**Bachelor of Science**, Human Resources / Organizational Management, Palm Beach Atlantic College  
SPHR, Currently Pursuing, January 2010

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## PROFESSIONAL AFFILIATIONS AND MEMBERSHIPS

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Member - Human Resources Association of Palm Beach County since 1999  
Society for Human Resources Management since 1997

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## COMPUTER SKILLS

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- ABRA
- Microsoft Project
- Adobe
- AS400 Employee Info. System
- Deploy Applicant Tracking
- J.D. Edwards
- ADP Pay Force
- Microsoft Office
- Microsoft Publisher
- SAP

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## REFERENCES

\*Provided upon Request