

# TENA HUGHES

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## CAREER OBJECTIVE FOR HUMAN RESOURCES

With my newly acquired Associate Professional in Human Resource Certificate, I now have education to collaborate with my years of experiences. As a supervisor, I interviewed, onboarded, coached, developed, and retained a successful team of 19 employees. Our organization followed a decentralized structure that allowed supervisors the authority for many of the Human Resource functions. My goal is to help strengthen the Human Resource Department by continuing to learn and develop strategies that align with a company's goal and develop quality employees and retain them. I am known for being thoughtful, reflective, optimistic, competitive, and assertive to support company objectives.

- **Performance Management**
- **Employee Development and Retention**
- **Talent and Team Strategies**
- **Remote Supervision via Microsoft Teams**
- **Crucial Conversations**
- **Employee Onboarding**

## PROFESSIONAL EXPERIENCE

**AMERICAN RED CROSS**, Moline, IL

2001 - 2020

**Supervisor, Service Delivery Instructors**

**2016 - 2020**

Coached instructors to represent the American Red Cross and instruct students to save lives, while doing so in a cost-effective manner.

- Guided 19 instructors throughout the state of Illinois with 10 instructors located in Chicago.
- Onboarded and arranged on-the-job training and mentoring process for new hires.
- Experienced in the HRIS system Workday.
- Organized ongoing technical training for current staff, ensuring high quality training was delivered.
- Conducted performance reviews and developed direct reports through consistent coaching and constructive feedback.
- Analyzed/instructed health and safety courses, including CPR/First Aid, BLS, and Babysitting.
- Served on various committees, including Process of Hiring and Separation of an Instructor, Interview Questions, and Red Cross Learning Center (integrated with Salesforce).
- Completed trainings, including Integrity Coaching, Crucial Conversations, Building Strong Teams, Navigating Change for Leaders, HR Compliance and Practices, and Leading a Remote Workforce.
- Analyzed efficient use of instructional resources for personnel, verifying correct number of instructors were hired in each market on specific needed days.

**AMERICAN RED CROSS (Continued)****Health and Safety Logistics Coordinator****2011 - 2016**

Planned and coordinated movement of products to instructors in a timely, safe, and effective way.

- Established partnerships with outside organizations to host First Aid / CPR classes.
- Maintained inventory at over 30 sites and supervised 40 instructors at locations, verifying minimal product waste and optimal cost savings on products.
- Communicated with volunteers and paid instructors on upcoming classes.
- Scheduled classroom facilities at Red Cross and off-site locations, offering open dates to instructors to ensure classes were available.

**Health and Safety Account Relationship Coordinator****2009 - 2011**

Collaborated and recruited authorized providers.

- Planned yearly authorized provider meetings to strengthen and improve client relations.
- Created and spearheaded budget line items for authorized providers.
- Controlled sales growth by retaining and increasing customers by approximately 30%.

**Health and Safety Program Coordinator****2007 - 2009**

Partnered with upper management to meet financial goals, while mentoring staff for day-to-day operations.

- Trained regional staff on Saba as subject matter expert, implementing new Red Cross program to every department throughout the Illinois region.
- Oversaw invoices and accounts payable for over 100 customers, ensuring accounts were accurate.
- Supervised Health and Safety Assistant and Red Cross Health and Safety Volunteers.

**Health and Safety Assistant****2001 - 2007**

Maintained documentation for Health and Safety Department.

- Maintained files on customers and ordered office materials, confirming training, invoicing, and other miscellaneous information.
- Coached staff and volunteers throughout the State of Illinois on the CHERS program.
- Designed and managed Health and Safety schedule for CPR/First Aid classes.

**EDUCATION / CERTIFICATIONS****Associate Professional Human Resource Certificate****June 2021**

Integrity Coaching Certificate, Roberts Business Group consisting of ways to coach using the Ask, Listen, Coach, Praise, and Challenge method & knowing behavior styles to communicate

Crucial Conversations by Vital Smarts

**MEMBERSHIPS / VOLUNTEERISM**

SHRM

**July 2021**

Great River Human Resource Chapter

Heritage Church – Rock Island