

Evelyn Dixon
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Summary:

Recently retired from a major telecommunications corporation, but not ready to completely throw in the towel! Seeking challenging part-time assignments in event staffing, brand ambassador, customer service, hospitality, or back-office environment. My HR professional skills are easily transferable into any non-HR role. Comfortable working inside or outside. I am a "roll up the sleeves to get the job done" worker.

Professional History:

Engaged in various HR disciplines to include staffing, recruitment, new hire orientation, training & development, compensation, employee relations, diversity & inclusion, employee benefits, policy interpretations, etc. Also experienced in providing exceptional customer service, event planning and event staffing services.

Corporate Professional Experience:

AT&T: 2002 – 2022 / Human Resources Business Partner and Lead Diversity Consultant
Council Travel: 2000 – 2002 / Regional Human Resources Manager
Cox Radio WHQT Hot 105.1 FM: 1998 – 2000 / Sales Account Manager
D.E.A.F./Florida Relay Services: 1995 – 1998 / Human Resources Manager

Accomplishments:

- Key stakeholder in reducing call center attrition by 22% and reducing surplus impact by 21% in retail sales.
- Achieved 100% staffing goal for start-up reservations call center. Maintained employee attrition at or below 9%. Successfully orchestrated plant closing – post 9/11, WARN compliant.
- Implemented "non-traditional" revenue products that increased sales by 45%. Successfully managed a print product, increasing sales by 15%. Earned "Top Producer of Non-Traditional Revenue" distinction.
- Repeat recipient of various HR awards (HR Applause, Key Contributor, Service Excellence), etc.

Customer Service/Event Staffing Experience/Other experience:

Mercedes Benz Stadium: Current / Event Staff: Premium Seating Host (part-time)
Gas South District: Current / Event Staff: Guest Experience (part-time)
CSC: Current / Event Staff: Guest Experience (part-time)
Hylton Casting: Current / Background acting in four scenes of season 3 - STARZ TV P-Valley
TaylorMade Casting: Current / Background acting in one scene of season 2 - NBC Found
Argus: 2022-2023 Event Staff (part-time)
Walmart: 2021-2022 / Front End Customer Service Host (part-time)

Education:

- 25+ years, hands-on Human Resources on-the-job experience (PHR Certified)
- Hialeah High School, Hialeah, Florida

Skills:

- Self-starter, ability to perform during periods of ambiguity, resilient and win as one mindset.
- Great communications, consultation, collaboration, creative thinking, and conflict resolution skills.
- Event planning and execution (domestic and international events), sales negotiations to close the deal.

Additional Areas of Expertise:

- **Special Event Planning (domestic and international)**
 - Start to Finish: securing sponsors, venues, guest speakers, celebrity appearances, volunteers, travel arrangement, advertising/promotions, set up, break down, for profit and non-profit events, etc. Successfully orchestrated events around the U.S. and internationally (London, Slovakia, Hong Kong, India, Malaysia, Singapore, and Jamaica)
 - Event staff: Host, registration, box office, greeter, ticketing, bag search, usher, premium seating host, etc.

Hobbies & Interests:

- Fishing, world travel, hosting & entertaining, gardening, outdoor adventures, immersing into new cultures.

"I just can't conceive of how a person could hate another because of skin color. I love every race on the planet earth." – Michael Jackson