

# Ryan Armstrong

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## EDUCATION

- Doctor of Education (EdD), Organizational Leadership** 2018-Present  
Grand Canyon University, Phoenix, Arizona
- Master of Business Administration (MBA), Human Resources Management** July 2017  
Bethel University, McKenzie, Tennessee
- Bachelor of Science in Liberal Arts** December 2008  
Middle Tennessee State University, Murfreesboro, Tennessee

## EXPERIENCE

### Harbor Freight Tools – West Palm Beach, Florida

#### Regional Human Resources Manager (March 2018 – Current)

- Created and implemented employee relations tracking system for the entire field operations team
- Partner directly with Divisional Vice President, Regional Manager, and District Managers
- Handle all aspects of human resources including but not limited to talent development, employee relations, compensation, and training

### Dollar General Corporation – San Diego, California

#### Senior Human Resources Manager (March 2017 – February 2018)

- Partner with field managers and or other DG departments to guide or conduct in-depth investigations on employee relations issues and termination, final counseling or demotion disputes.
- Provide policy guidance to field managers and instruct on consistent practices regarding terminations and progressive counseling.
- Responsible for the creation and execution of engagement strategies to promote retention
- Work with Risk Management, Law Department, HRSS, Operations, ERC and other strategic partners for efficiency and process improvement
- Selected by executives to attend Dollar General's Emerging Leaders Program in 2017

### Dollar General Corporation – Tampa, Florida

#### Senior Talent Manager – Southeast (June 2016 – March 2017)

- Maintained ongoing succession planning management for assigned area of responsibility and ensure adequate staffing for store level positions
- Provided direction to opportunity markets including frequent market visits and strategic action planning in partnership with field operations leaders
- Responsible for the creation and execution of engagement strategies to promote retention
- Supported the performance management processes for all field management roles which include performance appraisals, SMART coaching/counseling, performance improvement plans, terminations, and other related areas
- Responsible for recruiting District Manager and Regional Loss Prevention Manager positions through internal development and external sourcing

### Dollar General Corporation – Asheville, North Carolina

#### Regional Human Resources Manager (October 2015 – June 2016)

- Supervised HR Field Representatives with regards to sourcing, recruiting, interviewing, employee relations, expense management training, coaching, cross-training in recruitment, and accurate data gathering/reporting
- Investigated employee relations cases, making sure all cases are managed and solved in a timely matter
- Assisted in the development process of Regional and District Managers
- Conducted training and development sessions with District Managers and Store Managers
- Collaborated with the Human Resources Director with District Manager recruiting and staffing

## **Dollar General Corporation – Cincinnati, Ohio**

### **Human Resources Representative** (May 2014 – October 2015)

- Created and managed employee relations cases through company case management system
- Managed the flow of all Employee Relations cases assigned to area of responsibility
- Analyzed reports and identifies trends that will be addressed through targeted training and makes recommendations to Regional Human Resources Manager
- Sourced and recruited potential Store Managers across nine states

## **Dollar General Corporation – Nashville, Tennessee**

### **Human Resources Coordinator** (August 2013 – May 2014)

- Supported Dollar General's field Human Resources operations across the United States covering over 2,500 stores
- Assisted Human Resources Directors with daily operations including report preparation, onboarding and new hire process, data analysis, employee relations cases, background checks, and other HR functions
- Created hiring kits that are used in stores throughout the Southwest and Southeast to assist with recruiting
- Served as a point of contact for recently hired exempt-level employees to ensure onboarding and orientation process is completed properly
- Sourced recruiting opportunities by researching new areas for talent, and by cultivating relationships with industry professionals

## **Comcast Corporation – Nashville, Tennessee**

### **Human Resources Administrative Assistant** (March 2011 – August 2013)

- Assisted employees with various employee benefit programs, such as group insurance, life, medical and dental, accident and disability, insurance, pensions, investments, and wellness programs
- Attended career fairs for recruiting and company recognition

## **AWARDS & ORGANIZATIONS**

- Dollar General Human Resources “Self-Development” award - 2017
- Dollar General Human Resources “Innovator of the Year” award – 2015
- Dollar General Divisional Human Resources Representative of the Quarter, Q1 – 2015
- Comcast Spotlight “Rookie of the Year” award – 2011
- Dollar General Human Resources Council - Member
- Society for Human Resources Management - Member