

GERALD FLOYD JR. – CURRICULUM VITAE

(713) 718-7079 • geraldfloydjr@hccs.edu
Southeast College, 6815 Rustic Dr., Houston, Texas 77087

EDUCATION

Bachelor of Business Administration/Management, University of Houston, Houston, TX, – 2009

Master of Business Administration, Northcentral University, Prescott Valley, AZ, – 2014

Microsoft Office Specialist Certification, - 2015

HONORS & ORGANIZATIONS

- Founding Student Recruitment Leader of University of Houston-Downtown's fundraiser for Children's Miracle Foundation
- Dean's List, University of Houston-Downtown
- Alumni Chairman/Undergrad Professor Assistant, University of Houston-Downtown
- Founding Social Media Manager, Estadio Magazine

TEACHING EXPERIENCE

Houston Community College

Houston, TX • July 2015 – Present

Adjunct Faculty

- Keyboarding
- Intro to Business
- Spreadsheets
- Office Management
- Student Management
- Business Technology
- Career Management
- Business Mathematics
- Computer Applications

PROFESSIONAL EXPERIENCE

AON Hewitt

Houston, TX • July 2011 – Present

Resource Management Professional

- Track detailed supply and demand
- Manage resource sharing recommendations
- Manage contractor conversions
- Manage New Hire Onboarding
- Business Intelligence
- Audit cost center misalignments
- Contractor estimates
- Budgeting
- Unit cost reporting

AON Hewitt

Houston, TX • July 2011 – July 2014

Workforce Operations Manager

- Provide teaching, support, and develop training documentation for effective and efficient Client reporting.
- Fast paced, multi-tasked environment with continuous communication on service level targets.
- Create forecast scenarios for call volume coverage.
- Manage department's time off events, shrinkage, skill routing and ID details.
- Plan, organize, design changes for staffing and hiring needs.