

SHANNON SZUKALA

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HUMAN RESOURCES PROFILE

Enthusiastic and motivated professional leveraging proven skills and experience in competitive intelligence to make immediate contributions in a challenging Human Resources Recruiter position.

AREAS OF EXPERTISE

- **Interviewing & Competitive Intelligence:** Recruit, interview, and train employees through various programs and initiatives. Expert at assessing prospective business candidates to deliver key insights on competitor strategies and information, strengths and weaknesses, liabilities / deterrents, and opportunities.
 - **Team Building & Leadership:** Motivate and direct teams through daily operations, professional development tracks, performance evaluation, and general concerns. Adept at promoting positive and rewarding environments to propel staff commitment and outstanding performances.
 - **Effective Communication:** Excel in interacting with multicultural personalities; proven strengths in relationship development, active listening, and collaboration. Capacity to ensure top levels of customer service and satisfaction.
 - **Strengths / Accomplishments:** Cooperative, flexible, and energetic with exceptional time management and organizational abilities backed by superior problem-solving and leadership talents. Well-developed technical skill set.
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EDUCATION AND CREDENTIALS

UNIVERSITY OF MARYLAND UNIVERSITY COLLEGE, Adelphia, MD
Associate's Degree in General Studies
Certificate in Human Resources Management (in progress)

Professional Training & Credentials:

Recruiter School, US Army | Small Business Management, Penn Foster | Secret Security Clearance

Affiliations:

Society for Human Resource Management (SHRM) | Strategic and Competitive Intelligence Professionals (SCIP)

EXPERIENCE HIGHLIGHTS

DIRECT LINE LLC – Portage, MI

HR / Business Manager (Adviser), 1/2011 to Present

Related Skills: Staff Recruitment, Staff Training, Staff Development, Team Leadership, Human Resources Management, Performance Management

Oversee all operations for medical supply provider, including staff recruitment and training, purchasing, sales, accounting, and customer service. Analyzed competitive offerings and ensured appropriate pricing to enhance sales.

Key Contributions:

- Outsourced programmers and multiple personal positions to drive cost reduction and avoidance.
- Hired and developed outstanding employee team to expand business from 100 items to 6,600+ items while steadily increasing sales revenue and website traffic.
- Utilized business intelligence reports to facilitate management of logistics, inventory, CRM, and sales; leveraged marketing techniques to drive social media advertising and Google search engine listings.

ABRAXAS CORP. – Kandahar, Afghanistan

Counterintelligence Investigator, 8/2011 to 11/2012

Related Skills: Interviews, Report Generation, Interview Analysis, Behavior Assessment, Competitive Intelligence, Evaluation

Interview foreigners and local nationals coming onto Kandahar Airbase, analyzing threat levels related to terrorism, espionage, subversion, sabotage, and organized crime as part of Operation Enduring Freedom. Prepare detailed applicant reports and present interview results to Force Protection Screening Cell; interviewing up to 4,800 individuals per year.

Key Contributions:

- Conduct personal interviews for local employed personnel and third-country national badge applications to determine veracity of statements; report interview results to field team. Interviewing around 400 personnel a month.
- Liaise with cross-functional organizations and agencies to deliver key recommendations on approval or disapproval of access and privileges based on interview results.
- Effectively assess individuals to evaluate their asset value to various organizations.
- Tracking of dossiers and updating personnel records. While tracking changings in history and critical skills. Updating evaluation reports of individuals.
- Analytical skills of personnel through the interview and review of history for behavior that maybe beneficial or nefarious.
- Use of linguist during interview process. Cultural and religious awareness of middle eastern, Indian, and multiple European, Asian nationalities.
- Assessments including atmospherics of personnel, regional and companies “entities”.

EKS GROUP, LLC – Camp Leatherneck / FOB Tarin Kowt, Afghanistan

Counterintelligence Specialist, 12/2009 to 1/2011

Related Skills: Competitive Intelligence, Cross-functional Collaboration, Interviews, Analysis, Behavior Assessment, Organization Assessments

Provided company assessments encompassing force protection guidance, threat assessments, vetting services, and comprehensive analysis in counterintelligence matters. Interacted with multiple nations and exploitation cells to uncover and thwart security vulnerabilities. Produced detailed DOD, screening, activities / operations, and follow-up reports.

Key Contributions:

- Customized interviews for specific applicants and successfully collaborated with various interpreters, amassing key experience in cross-cultural communications.
- Selected to hold advisory role with Anti-Terrorism Force Protection office to facilitate creation of their Standard Operations Procedures for base access by foreign and local nationals.
- Played a key role in conducting more than 2,000 counterintelligence interviews and identifying multiple force protection issues to ensure maximum safety and efficiency.
- Recognized for exemplary dedication, trustworthiness, fortitude, and high standard of character.

L-3 COMMUNICATIONS MPRI – Camp Victory / Camp Taji / Qwest, Iraq

Screener, 12/2006 to 11/2009

Related Skills: Interview Skills, Behavior Assessment, Report Generation, Data Analysis, Communication

Served in contract role for Counter Intelligence Support Services, interviewing more than 5,000 local and foreign nationals to identify intelligence leads and force protection threats. Cross-referenced information in multiple intelligence databases. Alerted appropriate agencies for follow-up procedures. Completed database checks and verified authenticity of identification documents.

Key Contributions:

- Performed screening interviews with hundreds of third-country nationals and various Iraqi forces including Iraqi Special Forces and Iraqi Correctional Officers for Task Force Counterintelligence Coordinating Authority.
- Conducted three-month, six-month, and twelve-month interviews according to classification.
- Identified and effectively avoided deception through verbal / non-verbal cues and research; efforts led to national-level intelligence report generation.

~ Previous experience in the Military Police with the US Army Reserves (2000-2008) ~