

# ZACK WALLACE

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## PROFESSIONAL SUMMARY

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Results-driven HR professional with progressive experience in full-cycle recruiting, employee relations, compliance, and HR administration. Proven ability to lead end-to-end hiring processes, overhaul HR systems, and foster inclusive workplace cultures. Combines a Bachelor's degree in Human Resource Management with hands-on HR leadership and a distinguished background in U.S. Air Force operations. Recognized for translating strategic initiatives into measurable outcomes, building collaborative relationships, and driving organizational performance.

## PROFESSIONAL EXPERIENCE

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**HR Administrator** | *Quality Homemakers — Norwich, CT* 08/2024 – Present

- Direct full-cycle HR operations spanning recruitment, onboarding, employee records, benefits coordination, and regulatory compliance.
- Collaborate with senior leadership to forecast staffing needs and design targeted talent acquisition strategies aligned with company growth objectives.
- Source, screen, interview, and onboard qualified candidates for caregiving and administrative roles, ensuring a positive and professional candidate experience.
- Maintain HR databases, personnel files, and applicant tracking systems with strict confidentiality, accuracy, and audit readiness.
- Spearheaded a comprehensive HR compliance overhaul — redesigning onboarding packets, rebuilding personnel file systems, and rewriting key HR policies — resulting in full regulatory compliance and a successful DSS audit outcome.
- Rewrote and modernized the Employee Handbook to align with federal and state employment laws, strengthening consistency in policy enforcement across the organization.
- Developed a revised employment application packet and updated employee acknowledgment forms to mitigate organizational legal risk.
- Launched employee engagement initiatives that improved retention rates and contributed to a stronger, more cohesive workplace culture.
- Consistently met and exceeded recruitment and onboarding targets, supporting the organization's mission-critical staffing goals.

**Xfinity Technician** | *Comcast — Groton, CT* 09/2023 – 08/2024

- Delivered high-quality technical support and field service to residential and business customers, maintaining strong satisfaction metrics.
- Trained and mentored new technicians, ensuring adherence to company standards, safety protocols, and service quality benchmarks.
- Diagnosed and resolved complex equipment and network issues efficiently, minimizing downtime and maximizing customer trust.
- Demonstrated adaptability in a fast-paced environment by quickly mastering new technologies and evolving service procedures.

**Base Defense Operations Controller** | *United States Air Force — Cannon AFB, NM* 03/2023 – 08/2023

- Monitored base-wide operations and coordinated real-time communications during critical incidents and emergency responses.
- Partnered with local law enforcement and civilian agencies to support safety initiatives and large-scale disaster response operations.
- Maintained secure communications and operational situational awareness to ensure uninterrupted mission continuity.

**Supply Manager** | *United States Air Force — Cannon AFB, NM* 01/2020 – 01/2022

- Managed accountability and inventory control for over \$1.5M in mission-critical equipment and supplies.
- Oversaw procurement, logistics, and vendor relationships to ensure mission readiness and operational efficiency.
- Developed and implemented supply chain policies that streamlined processes, reduced costs, and improved resource utilization.

**Response Force Leader** | *United States Air Force — Cannon AFB, NM* 02/2018 – 01/2020

- Supervised and developed security personnel responsible for safeguarding high-value assets and key personnel.
- Conducted patrols, security assessments, and emergency response operations to maintain installation safety and compliance.
- Delivered force protection briefings and training sessions, elevating team preparedness and performance standards.

## EDUCATION

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**Bachelor of Science (B.S.) in Business Administration** | *Capella University* 2026

*Area of Study: Human Resource Management*

**High School Diploma** | *Burleson High School — Burleson, TX* 2017

## CORE COMPETENCIES

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Talent Acquisition & Full-Cycle Recruiting • HR Compliance & Policy Development • Employee Onboarding & Engagement • Personnel Records & Confidentiality • HR Information Systems (HRIS) • Training, Coaching & Team Leadership • Conflict Resolution & Employee Relations • Process Improvement & Strategic Planning • Benefits Administration • Workforce Planning