
PROFESSIONAL SUMMARY

- Over 20 years of experience in Human Resources Management and Administration
- Maximize Return on Investment in human organizational capital while minimizing financial risk.
- Expertise in developing and implementing personnel development programs to increase efficiency and effectiveness.
- Overcome complex administrative challenges within fast-paced, high-pressure environments using timely foresight, keen judgment, and impeccable integrity.

CORE COMPETENCIES

Talent Management
Recruitment & Retention
Risk Assessment
Records Security
State & Federal Laws

Employee Relations
Database Management
Cultural Diversity
Budget Management

Training & Development
Performance Review
EEO/Privacy Act
Safety and Wellness
Security Clearance

EXPERIENCE

Founder, Warfighters R&R, Inc., Weston, Florida

Dec 2016 – Present

- Created a foundation for the United States Armed Forces active duty and Veterans.
- Thousands of American warfighters have been registered since the creation on December 25, 2016, helping to reintegrate and recover with a holistic approach.
- Conducted an event at the Trump International Hotels for military members every year, based on the success of our programs.
- Formed a team of veteran volunteers throughout the United States and Europe to provide an outlet to connect with those struggling with mental issues.
- Keynote speaker during Memorial Day in Tamarac, Florida, with an attendance of 400 Veterans and local elected officials.
- Drove over 100,000 miles by car and flew over 200,000 miles by plane to brief military installations.

Senior Career Counselor, U.S. Army, Locations Worldwide

Mar 1995 - Dec 2016

- Directed career counseling and Human Resource operations for 4,800 employees.
- Supervised over 100 geographically dispersed personnel responsible for supporting operations throughout nine states.
- Recruited, selected, and trained new personnel on company policies, procedures, and regulations, and inspected departments to ensure compliance with laws.
- Implementing aggressive recruitment and retention programs increased the retention rate from 89% to 175% in twelve months.
- Assisted personnel with career goal assessments and progression planning.
- Personally processed over 500 new personnel contracts spanning a 1.4 million square mile region.
- Administered over \$750,000 of error-free employment bonuses.

Resume (Cont.) Rafael A. Ortiz

- Improved FY2015 overall records management from 75% to 100%.
- Analyzed program policies and recommended changes that the Army adopted.

Career Counselor

- Served as a career counselor for an airborne infantry battalion task force comprising six companies with 900 soldiers deployed in Operation Enduring Freedom in Afghanistan.
- Advised battalion commander on all retention-related matters.
- Reenlisted 500 soldiers throughout combat zones at nine different outposts.
- Ensured all U.S. Army personnel received bonuses as entitled, paid out over \$400,000.
- Maintained accurate/detailed/confidential personnel files using HR database systems.
- Developed and directed personnel training programs for soldiers and family members concerning reenlistment and career opportunities.
- Trained and supervised six subordinate company reenlistment Noncommissioned Officers (NCOs).

Retention Manager

- Managed retention operations for the Army's largest Aviation Intermediate Maintenance Company and served as a career counselor for over 250 enlisted soldiers.
- Reenlisted 25 personnel within 30 days, consistently surpassing quarterly objectives.
- Supervised training of 45 soldiers on the Warrior Tasking Test with 100% success.
- Helped troops qualify for specific positions and set up permanent files as needed.
- Achieved 189% of assigned reenlistment mission goals and trained 24 program soldiers.

Mid-Level Manager

- Supervised/trained five NCOs and 12 soldiers.
- Maintained 100% accountability of all assigned maintenance equipment worth over \$2M.
- Recommended four storage policy changes, which the Army adopted.

EDUCATION

- Doctoral of Strategic Leadership, Liberty University (Graduation 2027)
- Master of Science Degree in Nutrition, Liberty University (2022)
- Bachelor of Science Degree in Management, University of Phoenix (2019)