

Robert P. Carr Jr.

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Professional Summary

Results-driven Human Resources and Credit Management professional with 20+ years of experience leading HR operations, credit and collections functions, payroll administration, employee relations, accounts receivable management, and organizational development. Demonstrated success in building high-performing teams, improving operational efficiency, strengthening compliance, and supporting organizational growth. Recognized for strong leadership, communication, problem-solving, and relationship management skills.

Education

Master of Business Administration (MBA), Accounting

Fitchburg State University (*Expected July 2027*)

Master of Science (M.S.), Human Resource Management

Southern New Hampshire University | 2016

Bachelor of Arts (B.A.), Liberal Arts

Neumann University | 2008

Professional Experience

Ardex Labs | 2014 - Present

Credit Manager

- Lead credit and collections operations to support organizational financial objectives.
- Manage accounts receivable portfolios and oversee collection activities to improve cash flow and reduce delinquency.
- Supervise, coach, and motivate credit and collections staff to maximize productivity and performance.
- Develop and monitor departmental performance metrics and reporting processes.
- Provide ongoing employee training, mentoring, and professional development.
- Maintain relationships with collection agencies, credit reporting agencies, and key business partners.
- Collaborate with sales and operational departments to balance customer service objectives with risk management.

- Implement process improvements that enhance efficiency and strengthen financial controls.

Tate & Kirlin Associates | 2009 – 2014

Human Resources Manager

- Managed human resources operations for an organization with more than 1,000 employees across Pennsylvania, New Jersey, Colorado, and Florida.
- Administered employee evaluations, payroll processes, compensation programs, and employee recognition initiatives.
- Coordinated company-wide communications and employee engagement activities.
- Supported recruiting, onboarding, staffing, and workforce planning across multiple locations.
- Assisted senior leadership with employee relations, performance management, and policy implementation.
- Ensured compliance with applicable employment laws and company procedures.

Human Resources Manager

Catholic Charities of New Orleans | 2008 – 2009

- Managed day-to-day HR operations supporting over 1,000 volunteers and approximately 200 church and school employees.
- Coordinated staffing activities across multiple locations and departments.
- Administered payroll and employee support programs, including tuition assistance initiatives.
- Facilitated employee and volunteer training programs, team-building activities, and workforce development efforts.
- Supported organizational recovery and community service operations through effective personnel management.

Core Competencies

- Human Resources Management
- Employee Relations
- Credit & Collections Management
- Accounts Receivable
- Payroll Administration
- Leadership & Team Development
- Performance Management

- Organizational Development
- Compliance & Policy Administration
- Training & Development
- Process Improvement
- Financial Operations
- Cross-Functional Collaboration
- Communication & Relationship Management