

# KELLY JACOBSON

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6007 Schmidt Orchard, Boston, MA • +1 (555) 520 8893

## WORK EXPERIENCE

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### HR OPERATIONS MANAGER

02/2016 - PRESENT

*Detroit, MI*

- Contribute and drive projects that impact the department
- Create, document and communicate process changes and improvements to implement functional strategies
- Assure compliance of all employment/labor laws through programs, practices, policies, training and actions
- Understand, communicate and contribute to the department and company vision/strategy
- Provide cross functional communication as needed, to HR Partners, Stakeholders or Process Partners regarding production status, processing issues, Master data management/HR initiatives
- Develop communication, customer service and process improvement initiatives to engage team & customers
- 'Solution oriented' mindset while dealing with adversities / challenges
- Support the Head of Business Management and in reporting to various divisional and Group boards and committees
- Coordinate the resources and information required for committees including tracking of action items and initiatives

### GLOBAL HR OPERATIONS MANAGER

09/2009 - 10/2015

*New York, NY*

- Ensure SIMR responsibilities are actioned and managed in accordance to the regulations
- Ensure governance is in place and managed in the non UK countries
- Provide risk and compliance management, including HR Operational Risk
- Working with the Head of Business Management, provide day to day management of the HR financial budget and reporting to Group and EO Finance as required
- Facilitate the coordination of internal and external audit groups across HR work streams
- Support the Head of Business Management with the HR disaster recovery and business continuity plans
- Contribute to the selection and oversight of appropriate external service providers, to ensure service quality, relevance and commercial value

### HR OPERATIONS MANAGER, EUROPE & ASIA

03/2004 - 07/2009

*Houston, TX*

- Ensure relevant and up to date communication with employees (e.g. via intranet) on HR matters
- Network externally and with QBE HR functions around the world, to promote consistency of process and encourage sharing and adoption of best practice in relation to HR services
- From a Risk and Control perspective, support the key business relationships between onshore and offshore HR teams and in-house/outsourced teams
- Act as the conduit between EO HR and Global Mobility ensuring all International Assignees are managed effectively
- Expat and foreign employees' management- Ensure work permit applications and immigration matters are processed on a timely manner
- Fortune's Most Admired Companies ('06-'16)
- Modern Healthcare Best Places to Work in Healthcare

## EDUCATION

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### PURDUE UNIVERSITY NORTH CENTRAL

1999 - 2003

*Bachelor's Degree in Human Resources*

## PROFESSIONAL SKILLS

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- Excellent written and verbal communication skills with a strong customer orientation
- Relevant and strong experience having worked in a global organization, including experience managing a team
- Demonstrated problem solving and critical thinking skills with an ability to strategically influence outcomes
- Excellent customer service skills working with diverse/national customer base
- Strong analytical skills to evaluate, manipulate and report on HR analytical data to advise operational leaders, ultimately driving action and results
- Organisational and project management skills, along with excellent time management
- Excellent communication skills, both written and verbal are essential. Fluent in verbal & written English