

OLIVIA ANNE GRAYSON

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VICE PRESIDENT, HUMAN RESOURCES

~ A Practical Thinker who Pioneers HR Programs that Enhance Revenue Growth and Profitability while Creating Employee-Friendly, Safe, and Productive Work Environments. ~

Personable, Analytical, and Cost-Conscious Senior-Level Executive offering broad-based experience providing excellence in human resources leadership. Considerable expertise creating innovative benefit and wellness programs, developing leading-edge training programs, and implementing the strategic HR function for high-growth organizations.

Superior project management, implementation, follow-up, negotiation, and consensus-building skills. Able to keep a diverse group of strong sales leaders on track. Extremely focused on creating training that delivers an above-average ROI.

Proven ability to investigate and resolve highly complex and sensitive workforce complaints and ensure internal and regulatory compliance. Proficient in Microsoft Office Suite, ADP/HRB, Ultimate Software Payroll/HRMS. MBTI Certified.

CORE COMPETENCIES

- Developing & Executing Strategic HR Goals
- Communicating & Administering HR Policies & Programs
- Spearheading Key Projects, Initiatives & Rollouts
- Providing Employee Training & Support
- Implementing HR Management System Upgrades
- Providing Advice/Counsel to Senior Management & Staff
- Serving as a Chief Spokesperson In Labor Relations
- Ensuring Regulatory Compliance with State & Federal Laws

NOTABLE CAREER HIGHLIGHTS

- Initiated and developed a groundbreaking benefit and wellness program at Colemont that fostered a healthy lifestyle culture and significantly reduced claim costs.
- Innovated a cutting-edge broker development program that positioned Colemont as a choice employer, significantly enhanced the company's ability to attract top talent, and altogether changed the recruitment process.
- Twice managed the integration of data from multiple companies into a centralized online repository... integrated 8 companies' data for Marketing Specialists Sales Company and 3 companies' data for BenefitMall.
- Parlayed knowledge from previous Fortune 500 experience to successfully create and implement best-in-class HR functions in 3 expanding companies (Goldrich Brokerage Group, Premier Benefits, and Cheshire Marketing Company) and lay the framework for enhanced profitability, organizational growth, talent acquisition, and retention.

PROFESSIONAL EXPERIENCE

Goldrich Brokerage Group, Carrollton, Texas

2001–2010

~ Full service, wholesale insurance broker generating \$1 billion in annual premium volume. ~

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Recruited to build and launch the corporate HR function for growing organization. Managed an annual payroll budget of \$40.9 million and a departmental budget of \$600,000. Provided strategic support and coaching to the CEO, executives, and management on employee, regulatory, and business issues. Developed a competency-based performance management process. Directed payroll systems initiatives. Developed a multi-faceted lead generation and nurturing program. Chaired the 401(k) Review Committee. Developed and presented Harassment and Discrimination Awareness and Prevention training.

- Created the Broker Development Program that resulted in 100% of new hires meeting or exceeding their initial sales goals and generating an additional \$45 million/annually in new revenue.
- Played a key role in growing the company from \$500 million in premiums to \$1 billion and in driving programs that led to its outstanding reputation in the industry, both of which contributed to the company's quick sale despite the tough economy.
- Initiated and launched a cutting-edge wellness program that led to a 4% reduction in insurance claims.
- Lowered insurance costs by boosting employee's use of in-network providers to 95% in 2009—from 50% in 2002.
- Saved the company \$180,000 by sourcing a new wellness-plan broker and negotiating a favorable contract.
- Reduced workforce complaints by 95% over a 5-year period by developing & implementing leadership-training initiatives.
- Increased efficiency, accuracy, and access to real-time information, while saving \$85,000 annually, by implementing a Web-based Payroll/HRIS integrated system that housed benefits and wage information in a centralized repository.

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