

JESSICA

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 Montgomery Street, San Francisco, CA 94105

SUMMARY

Human Resource Executive with over 15+ years of experience in industries ranging from insurance, education, telecommunications and publishing. Conscientious professional driven to succeed. Strategic planning and client relationship management expert. Recognized for expertise in building teams and relationships across expanding company cultures employing 1,000+ associates. Employee Relations Benefit Design & Delivery Performance Management Compensation / Payroll Management Compliance Change Management Software Implementation Organizational Development Continuous Process Improvement Staffing Management New Hire Onboarding

SKILLS

- Employee Relations
- Training & Development
- Benefit Design & Implementation
- Change Management
- Organizational Restructuring

EDUCATION AND TRAINING

University of Rhode Island
Bachelor of Arts: Psychology
Psychology

EXPERIENCE

Witt O'brien's - Vice President of Human Resources

Baton Rouge, LA • 01/2008 - 01/2016

- NYSE:PN) is a full service provider to the insurance carrier market with over \$115 million in revenue and clients ranging from AIG to Zurich.
- Services range from claims handling, software, and loss control to nurse case management, underwriting, and loss control.
- 1,200+ employees in locations from Florida to California and the Cayman Islands.
- Hired to serve as HRSpecial Manager, promoted to Director and Vice President within 2 year period.
- Accomplishments include, but are not limited to the following: establishing corporate wide training courses; created company handbook, Joined HR Department after first year in existence and built the HR function to a best in class department with a team consisting of 8 employees.
- Grew the company tenfold from 125 to 1,200 employees.
- Upgraded the payroll platform from an antiquated platform to a cloud based software system saving the company over \$250,000 annually.
- Implemented the most progressive 401K plan by converting to Fidelity, including the implementation of new employer match.
- Recently completed work with UBS to add model portfolios to the existing 14 fund options and retirement date based funds, making it among the plan the most competitive in the marketplace.
- Launched the first international office in the Cayman Islands, including working with the Caymanian government in recruitment protocols and the work permitting process.
- Opened 6 regional offices nationally and launched operations in California focusing on distinctions in California regulatory compliance.
- Collaborated and negotiated with carrier partners to design and implement benefit plan renewals not exceeding 5% in cost increases to employees annually.
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- Conducted open enrollment meetings including benefit survey design and rollout.
- Transitioned benefit platform from fully-insured to self-funded, with anticipated savings of \$1M in the first year.
- Assisted in taking the company public by participating in the IPO process, completing 16 acquisitions in a 12-month period.
- Traveled to acquisition locations to lead the HR integration.
- Relocated the billing and collections function from Sarasota to Ft.
- Lauderdale headquarters, recruiting a new billing & collections team.
- Collaborated with the Sr.
- Vice President of Financial Services to rollout a brand new Collections Compensation Program which was designed to incentivize the team to bring in \$2M quarterly.
- Managed employee relations and regulatory compliance in a proactive manner, anticipating legal issues, conducting investigations, and delivering recommendations that concluded with the successful resolution of all cases, with none resulting in litigation.
- Created a committee to review the performance management plan and submitted new program to executive management for review, approval, and implementation.
- Managed all annual audits, ranging from the 401K plan to the workers compensation program.
- Designed the new hire orientation program and rolled out of new employee handbook.
- Created the corporate intern program, hosting annually 50+ interns nationwide.

Legrand - Senior Human Resources Generalist

Syracuse, NY • 01/2005 - 01/2007

- Leading real estate developer with over \$1.2 billion in real estate transactions, 6,000 units under management and two successful private equity funds Community Reinvestment Partners and Ram Realty Partners.
- Handled all aspects of employee relations issues consulting with managers and mediating in employee situations in which coaching was the joint responsibility of the supervisor and human resources.
- Responsible for benefit design (health, dental, 401K, ancillary) including defining benefit goals, evaluating provider products, and presenting recommendations to Senior Management.
- Managed company talent needs through recruitment sourcing, interviewing, applicant tracking, and personality testing.
- Designed and regularly conducted new hire orientation program.
- Instituted performance and development programs with senior management.
- Jamie O'Connor, PHR Cell - 561-251-6646 Page 2 of 2 Trained employees and supervisors on new performance and bonus program initiative.

City Of Kyle Texas - Human Resources Assistant

Kyle, TX • 01/2003 - 01/2005

- Visionary real estate developer with net worth of \$400 million dedicated to progressive construction of 13,000 apartment homes and condos.,
- 3,000 of which are under management.
- Conducted open enrollment for 350+ employees including health insurance, ancillary and 401K plans.
- Primary contact for all benefit resolution issues including benefit budget audit and processing.
- Responsible for the recruitment of all temporary staffing needs as well as on property staffing.
- Conducted wage and salary administration including compliance with annual salary budget and annual salary surveys.
- Assisted in payroll submission including funding requests to all company entities.

Cendant Mobility Services / Cartus - Senior Client Services Consultant / Human Resources Specialist

City, STATE • 01/1996 - 01/2003

- Industry leader in global mobility and workforce development assisting over 100,000 transferees and expatriates in over 160 countries.
- Conducted full service benefit administration to relocating executives for defined clients totaling over 100 relocations annually.
- Built collaborative relationships with client recruiters and senior management which resulted in increased retention and productivity across business units.
- Implemented cost management and cost containment measurements to reduce expenses across client base.
- Strategic consultant participating on a Six Sigma team which designed a new productivity model used to staff consultants company-wide.
- Responsible for total performance management for a team of 8 consultants.
- Instituted training program for new hires as well as existing employees.

ACTIVITIES AND HONORS

Professional in Human Resources (PHR), December 2006 through present Member Affiliations Society of Human Resource Management Human Resources Association of Broward County Kids and the Power of Work (KAPOW)

SKILLS

acquisitions, case management, employee relations, regulatory compliance, litigation, permitting, surveys, underwriting