

JOHN SMITH

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HUMAN RESOURCES EXECUTIVE

Corporate HR Strategy | Legal Compliance | Talent Recruitment & Management | Employee Relations

Offer 15+ years of expertise driving organizational growth and effectiveness by generating and executing strategic, corporate human resources initiatives. Articulate leader and trusted advisor who connects with others at all levels to align people, skills and growth capacity to fulfill organizational needs. Excel at escalating employee performance, engagement and satisfaction by forging strong employee relations, promoting work-life balance and building competency through professional development. Proactive change champion, facilitating personnel integrations, as well as systems and technology transitions that boost efficiency and productivity. Innovative and collaborative – conceiving, driving and analyzing solutions to business challenges.

KEY PROFICIENCIES & ATTRIBUTES INCLUDE:

Business Strategy • Change Management • Leadership Coaching • Benefits Programs • Employment Law
M & A Personnel Integration • Union Agreements & Relations • Talent Acquisition/ Development • Performance Management
Employee Relations & Engagement • Workforce Planning • Risk Management • Diversity • Job Analysis • Word & Excel
HRIS Systems: PeopleSoft, HR Source, Taleo & People Matter • Fluent in English, Spanish & Portuguese

RECENT EXPERIENCE & SELECTED MAJOR ACCOMPLISHMENTS

CORPORATE HR DIRECTOR: Coral Springs, FL • *STARBOARD GROUP MANAGEMENT COMPANY, INC.*

2020–Present

HR STRATEGY & BUSINESS OPERATIONS

- Reporting directly to President, steer global HR strategy for policies, programs and services as a one-person HR department for Employer of Choice with 3,000+ employees across 79 national franchise locations.
- Prevented need to hire additional staff during business growth by sourcing new technology systems, consolidating four task systems into one for a variety of HR tasks.
- Facilitated smooth integration of 15 new locations and 600+ new employees into company infrastructure, culture and system with no business interruptions, through involvement in both pre and post-acquisition processes.
- Saved administrative time and \$42K+ in one year by outsourcing employment verification, unemployment claims verification and Family Medical Leave Act (FMLA) tasks.

WORKFORCE PLANNING

- Generated \$9K in training grant money over six months from State of Alabama by working with State to enter grant program in which 50% of gross wages are shared for all FTEs during probationary periods.
- Consistently exceed target of 90% of promotions from within by partnering with business operations to execute succession planning and talent management initiatives and by working with local leaders to ensure each market has the bench strength to support organizational growth initiatives.
- Surged number of job applicants completing WOTC questionnaires by 20%, increasing tax credits by \$60K in one year, by researching and integrating a new WOTC vendor that eased the questionnaire completion process for candidates.

EMPLOYEE RELATIONS

- Communicated clear employee expectations by transforming outdated employee policy manual into an updated electronic handbook, compliant in all states. Rewrote content and liaised with outside counsel on legal implications.
- Built relationships with district and general managers to advise on personnel decisions and support diversity initiatives.

LEGAL COMPLIANCE

- Cut employment related legal fees by 20%, or \$50K, in one year by providing manager training on subjects including wrongful dismissal, wage and hour laws, FMLA compliance and sexual harassment claims.
- Reached current 100% compliance with Affordable Care Act (ACA) mandates by January 2022, preventing costly non-compliance fees, by closely tracking and controlling hours worked for 3,500 part-time employees and ensuring adequate and affordable healthcare insurance offered for all eligible FTEs.

RISK MANAGEMENT

- Shifted all risk for payroll taxes and compliance from internal payroll to a vendor by outsourcing payroll responsibilities.
- Decreased OSHA recordable rating to 23% below industry standards and saved \$500K in workers compensation and general liability claims over two years by piloting project to intensify management training on claim reporting and implement an aggressive accident investigation process to identify root causes of incidents and enact corrective action.

PERFORMANCE MANAGEMENT

- Drove 100% milestone achievement by transitioning company-wide performance management system from an antiquated paper-based method to an easy-to-use, web-based solution called 'Small Improvements.'