



EXPERIENCE CAPITAL ONE - *Human Resources*; July 2011 – Present

HR Consulting Manager; Wilmington, DE; January 2015 - Present; HR generalist and strategic business partner for the high-growth Capital One Café team (140+ associates in 15 locations)

- Crafted a revitalized sourcing strategy and creative employment branding content to enable growth/expansion goals of 15-20 new locations and 175+ new associates in 2016
- Strategic lead for the enterprise's transition to the Workday Recruiting Applicant Tracking System (ATS) including organizational readiness planning, change management communications, and data architecture for workforce intelligence capabilities
- Provided analysis and communication roll-out support of a new motivational pay philosophy, including a shift to a 100% team-based, performance-sharing incentive plan
- Launched a revamped talent management strategy for effective succession planning, people management, and overall workforce development resulting in a 10% reduction in voluntary attrition since implementation in March 2015

Sr. HR Consultant; San Francisco, CA; June 2014 - January 2015; HR Site Lead for 160+ Bay Area-based associates with generalist responsibilities covering Recruiting, Compensation, Total Rewards, Employee Relations, Training & Development, Leadership Coaching, HR Operations, Performance Management, and Organizational Design

- Constructed a team of 7 recruiters & recruiting coordinators to deliver on aggressive staffing plans across Digital, Technology, and Analyst job families resulting in over 40 hires
- Facilitated monthly (6 sessions in total) onboarding orientations to an audience of over 85 newly-hired or acquired associates with a 97.7% overall satisfaction score
- Led HR integration efforts for the acquisition of 32 associates including due diligence, job matching, offer evaluation, onboarding, and culture ambassador responsibilities

Sr. Recruiter; Wilmington, DE; December 2013 - June 2014; A full life-cycle recruiter for the Capital One 360 (Online/Direct Retail Bank) Delaware Sales Center and East Coast Cafés (New York City, Philadelphia, Chicago, Wilmington) including: sourcing, screening, interviewing, coordinating, negotiating, and executing hire

- Hired over 45 associates, achieving 150% of monthly staffing/hiring targets
- Revamped our Campus Recruiting Strategy to include minority, women, disabilities, military, and nontraditional student organizations in support of diversity recruiting initiatives
- Received a 96.2% satisfaction score from candidate surveys including 85.4% satisfaction score for declined candidates (11.2% higher than the enterprise average)

Graduate - Human Resources Rotation Program; A 2.5-year leadership development program designed to develop skills and expertise through immersion in multiple disciplines within Capital One's HR organization

- *HR Consulting Analyst*; Richmond, VA; December 2012 - December 2013; Supported the Card Operations line of business (12,500 associates across 9 sites) and project managed a reduction-in-force and site closure of 175+ associates
- *Compliance Training Specialist*; Richmond, VA; March 2012 - December 2012; Mobilized the Request for Proposal (RFP) process for Compliance Training vendors resulting in realized savings of over \$1.2MM in negotiated volume discounts
- *Compensation Analyst*; McLean, VA; July 2011 - March 2012; Conducted a competitive benchmark analysis for the Commercial Bank (6,500+ associates), resulting in an incentive plan redesign for 45+ Treasury Market Sales associates and the creation of a new salary structure for 350+ Commercial Call Center associates in India

Campus Recruiting Strategy Lead, Cornell University; July 2014 - Present; Orchestrated the formation and execution of our HR Rotation Program campus recruiting strategy

- Surpassed hiring goals by over 50% while simultaneously streamlining the selection process and improving the candidate experience through expedited on-campus interviews and digital experience resources (recorded & live stream videos, informational mobile app, etc.)

Co-founder & Steering Committee Member, CapAbilities Network; October 2012 - Present; Co-founded a diversity employee resource group working to remove the barriers for the inclusion of people with disabilities in the workplace, marketplace, and home

- Increased associate membership by over 450% (196 members in 2012 → 1,150+ members today) after deploying a member engagement strategy focused on internal events/seminars and external employment opportunities through the Autism@Work Program

CHALLENGE WORKFORCE SOLUTIONS - *Vocational Rehabilitation Services Intern;* Summer 2010; Provided vocational rehabilitation services (on-the-job coaching, professional development, mock interviews, and resume critiques) to approximately 25 people with disabilities

- Achieved 88% job placement and 100% satisfaction/engagement of clients

LOCKHEED MARTIN CORPORATION - *Contract Negotiation Intern;* Summer 2008 & 2009; Managed proposal preparation, negotiation, and administration to provide proper contract acquisition and fulfillment of contract requirements in accordance with company policies, legal requirements, and military customer specifications

- Analyzed and procured 60+ Network Centric Solution proposals (Air Force Contract) while responsible for day-to-day operations of the Global Combat Support System contract
- Designed and implemented a contracts pipeline database for 10,000+ proposals

EDUCATION **CORNELL UNIVERSITY: SCHOOL OF INDUSTRIAL AND LABOR RELATIONS;** Ithaca, NY; May 2011 Bachelor of Science (B.S), Industrial and Labor Relations; Dean's List all semesters

- *Courses of study:* Labor Economics, Organizational Behavior, Human Resource Analytics, Staffing Organizations, Disability Studies, Labor & Employment Law, Organizational Development, Economics of Wages & Employment, Statistical Reasoning, Collective Bargaining, Globalization at Work, Entrepreneurship & Private Equity, and Ethics & Corporate Social Responsibility

SKILLS **CERTIFICATIONS:** Professional in Human Resources (PHR); Society for Human Resource Management-Certified Professional (SHRM-CP); Certified Scrum Master (CSM), Scrum Alliance; People Analytics, Coursera; The Data Scientist's Toolbox, Coursera

AWARDS: "HR Rising Star" - 2015 Delaware Valley HR Person of the Year Awards; "Social Media MVP" - Talent Management Alliance's (TMA) 2015 Social Recruiting Summit; Capital One's 2014 "Pay It Forward" Community Service Award

EXPERIENCE USING: Tableau Desktop & Server, Workday HRIS & Recruiting Applicant Tracking System, Oracle Taleo Applicant Tracking System, Oracle Business Intelligence Workforce Dashboard, Archer Third Party Management System, Jive Social Intranet Software, Microsoft Office Suite, and Apple Keynote, Numbers, & Pages

ACTIVITIES Elected Member of the Society for Human Resource Management (SHRM) Young Professional Advisory Council (YPAC); Published blogger for SHRM, New to HR, & Namely HR blogs; Special Olympics Delaware basketball and track & field coach; Disability employment advocate