

## Human Resources | Business Partner | Generalist

**Seasoned and versatile HR professional offering extensive experience in spearheading diverse HR department operations and implementing workplace solutions through effective policies and strategies.**

Recognized as a trusted HR Leader with professional competency in directing HR initiatives aligned to meet key business strategies. Solid history of success in leading and advising wide range of HR functions including employee engagement, recruitment, performance management, retention, employee relations, compliance, and total rewards in line with organizational policies. Proficient in using and implementing emergent technical platforms to scale organizational performance and streamline work processes. Instrumental in aligning business objectives with employees and management, acquiring synergies, and formulating partnerships to deliver value-added service to management & employees. Collaborative leadership style, expertly fostering strong interpersonal relationships with leadership and colleagues, boosting team morale, and increasing employee retention. Self-managed leader, equipped with strong communication and decision-making skills.

### Areas of Expertise

- Strategic Planning & Execution
- Talent Acquisition Strategy
- Employee Relations
- Conflict Resolution
- Compliance – EEOC
- Change Management
- HRIS Implementation/Analytics
- Total Rewards/Comp & Benefits
- Operations Management

### Career Experience

**ProcessMAP Corporation (acquired by Ideagen) – Fort Lauderdale, FL**

**2015– 2023**

**Director, Human Resources / Employee Success – Software Technology - SaaS**

Led and drove development and daily execution of Human Resource strategies and function. Directed and implemented HR programs to ensure compliance for US and India operations. Solely managed US recruitment, on-boarding, performance management, compensation and benefits, payroll, and employee relations. Delivered applicable support in global expansions into Canada and EMEA.

- Implemented various HR systems, including ATS, Synergita, and SAP Success Factors to streamline workflow.
- Processed various USCIS Visa petitions (OPT, J-1, H1-B, O, EB-1 visa petitions) all being approved.
- Led HR administration in line with COVID challenges, culture shift, and return to work/remote-first organization.
- Partnered with legal in four EEOC claims resulting in withdrawn charges.
- Benchmarked several PEO/EOR for Payroll and Benefits administration as part of the global expansion.
- Supported PE investment/acquisitions opportunities as well as assisted merger integration team.

**Bosch – FHP Manufacturing - Fort Lauderdale, FL**

**2012– 2014**

**Human Resources Partner/Generalist – Manufacturing Thermo-Technology**

Supported HR initiatives to include recruitment, compensation, training, employee relations, and workforce planning. Coached and supported management / employees on Bosch policies and procedures while delivering HR policy guidance.

- Acquired synergies into administration of SAP HRIS and payroll processes Kronos/SAP systems.
- Implemented paperless benefit orientation and open enrollment to workforce, delivering seamless workflow.
- Streamlined worker compensation, short term disability, and FMLA processes through execution of best practices.

Managed HR initiatives supporting business strategies and goals for 1200+ employees in multiple local sites with 24/7 shifts. Provided guidance in recruitment and retention, talent and performance management, benefits, compensation, employee relations and conflict resolution. Managed team of up to 7 HR representatives.

- Assessed, planned, and implemented strategies to shift organizational culture to promote open and positive work environment, resulting in increased workforce retention.
- Investigated employee complaints, facilitated resolution and mediation along with crafting an internal tracking process for fair and consistent administration.
- Executed Employee Relations Strategy decreasing compliance calls by 50%. As POC for Corporate Compliance Hotline and EEOC claims investigations, partnered with Corporate Legal in 6 claims, resulting in zero charges.
- Twice drove site-wide implementation of Corporate Vision, Mission and Values program motivating employee population to achieve action plans identified.
- Strategically partnered, coached, and executed organizational changes to manage numerous employee layoffs, handling sensitive situations, avoiding grievances and potential costly litigation.
- Implemented change and transitional strategies successfully supporting business mergers and acquisitions.
- Strategically partnered with acquiring company's team in HR preparation activities in transitional activities and served as information resource.
- Managed site worker's compensation, leave administration, and coordination of RTW program and unemployment claims ensuring compliance with state and federal laws.
- Collectively drove efficiencies and increased productivity twice by upgrading the HRIS system and re-engineering HR processes in self-service environment.
- Primary Site Project Leader who administered corporate compensation program for equity and retention as well as managed open enrollment, monthly community outreach, wellness programs, and employee recognition programs.

## **Additional Experience**

**Human Resources Generalist** | Watson Laboratories Inc., Miami, FL

**Recruiter (Temporary)** | Holy Cross Hospital, Fort Lauderdale, FL

**Human Resources Coordinator II** | Mercy Hospital, Miami, FL

**Personnel Generalist** | Bonaventure Resort & Spa, Fort Lauderdale, FL

## **Education & Credentials**

**Bachelor of Business Administration**

St. Thomas University – Miami, FL

Professional Human Resources (PHR) & Human Resources Professional Certificate

## **Technical Proficiencies**

Microsoft Office Suite, HRIS Systems, ATS, SAP, PeopleSoft and Workday, Paylocity, SAP SuccessFactors, Synergita, Confluence, Jira – remote collaboration tools, PEO/EOR Partnership

## **Professional Associations**

Society for Human Resources Management (SHRM)

Bilingual: English and Spanish