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# CARMEN SORVILL

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## PROFESSIONAL SUMMARY

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Proactive and trustworthy HR leader with extensive hands-on experience in employee relations, policy development and management coaching. Natural motivator and team player able to provide HR management support across a number of industries including distribution, manufacturing, banking, insurance and healthcare. Proven success in leadership, operational excellence and organizational development. Recognized for inspiring management achieve positive human resources results. Articulate bilingual negotiator (English/Spanish) with the ability to prioritize and manage multiple tasks to deliver timely results.

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## SKILLS

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- Human Resources Management
- Strategic Planning
- Cultural Awareness
- Performance Management
- Succession Planning
- Management/Employee Coaching
- Conflict Resolution
- Compensation and Benefits
- Recruitment
- Due Diligence and Merger

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## WORK HISTORY

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**Director, Human Resources - 8/2020 to 10/2022**

**Consilium Partners360/John Knox Village of Florida, Inc. – Pompano Beach, FL**

Joined Consilium Partners360 (HR Consulting firm), to lead the HR function for John Knox Village (JKV). JKV is a lifestyle aging community that provides healthcare services and amenities to more than nine hundred and fifty residents. With 830 employees including 290 skilled professionals, this non-profit organization offers Rehab, Assisted Living and Home Health care services to patients and residents. I was responsible for the integration strategy and successful takeover of the HR function while leading a new HR team consisting of six professionals. A major priority was to safeguard the continuity of HR services throughout the organization while learning JKV's operation, and leading the change of HR's strategic direction.

Selected Accomplishments:

- Transformed a group of independent HR professionals, strangers to each other, into a cohesive HR team by creating a culture of camaraderie, unconstrained decision making and self- accountability.
- In a tough job market, lead the recruiting team in the procurement of top talent and working closely with hiring managers, which resulted in a drastic decrease of open positions.
- Partnered with COO to lead a compensation strategy that included aggressive and timely market adjustments to retain and procure top talent.
- Provided direction and guidance for the creation of in-person and online employee training programs including management development programs.
- Created staff engagement and recognition activities/programs including milestone awards, onboarding experience program, training completion awards and HR presence throughout JKV's campus.

## **VP Human Resources - 10/2007 to 06/2020**

### **Evolution Lighting, LLC – Pembroke Pines, FL**

Responsible for all aspects of HR leadership and management for a global distributor and manufacturer of lighting products with divisions in US, CA and Asia. Direct report to President/CEO and active strategic partner for all divisions with 300 employees. Provided consultation to senior executives, leadership team and staff members. Maintained company compliance with all local, state and federal laws, in addition to establishing organizational culture, engagement and policies and procedures. Discovered and resolved complex employee issues that could affect management and business decisions and prevented potential employee issues. Recommended appropriate resolutions to employee concerns and handled disciplinary issues and investigations. Interviewed and selected potential hires, and negotiated compensation and benefit packages. Provided guidance for newly hired employees and current employees on company policies and procedures. Developed succession plans and promotional paths. Responsible for assessing and recommending benefit programs to include 401(k) plan.

#### **Selected Accomplishments:**

- No legal complaints in 12 years given prevention tactics and a strong company culture.
- Devised a performance management program and scorecard system to ensure quarterly goal accountability/achievement in support of strategic goals of the organization.
- Researched, negotiated and attained a 25% savings on payroll costs by changing payroll vendors.
- Instituted the Predictive Index (PI) tool to assess candidates' personality and behavior at work; this resulted in stronger hires due to better match with job skills/requirements and predicted performance.

## **Director, Human Resources - 05/2006 to 04/2007**

### **Power Financial Credit Union – Pembroke Pines, FL**

Directed HR operation of a \$450M financial institution consisting of 11 branches and 200 employees servicing 50,000 members at the time. Reported to the CEO and provided support to a management team of 30 individuals. Successfully lead and managed the integration of all areas of two HR departments because of a company merger in 2006. Achieved the integrity of the internal compensation system and secured salary adjustments to ensure internal equity, external competitiveness and to uphold employee engagement and retention. Conducted an HRIS implementation study and cost analysis that resulted in its approval and migration to a new system at the end of 2007. Managed the HR function with two team members, and was responsible for payroll and benefits reconciliation accuracy. Negotiated annual benefits renewals and administered the 401(k) plan. Managed employee relations, performance management, policy development and all other areas of HR to ensure legal compliance.

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## **EARLIER HR CAREER**

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Director, Human Resources - AIB Financial Group – 500 FTE's

Human Resources Business Partner - Cordis Corporation a J&J Company – 3,000 FTE's

Human Resources Manager - Baxter Diagnostics, Inc. – 900 FTE's

Senior Human Resources Manager - Teletronics Pacing Systems – 600 FTE's

Human Resources Director – Latin American Insurance Company - 500 FTE's

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## **EDUCATION**

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**Bachelor of Arts - Journalism/Public Relations**

**University of Puerto Rico – Rio Piedras, PR**

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## **TECHNICAL SKILLS**

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Microsoft Office Suite, HRIS, ADP Workforce Now, Paycom, Predictive Index Assessments (PI), 401k/403b Plans Administration, Relias Online Learning System, ApplicantPro, Data Analytics, Records Management