

# **JAMES W. COOPER, JR.**

## **MBA, SPHR, ABD**

5513 Raven Drive, Matteson, IL 60443.

Jcooper@realsynergy.com

Cell: 815-277-7159

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Adjunct Assistant Professor of Business and Human Resources Talent Manager / Consultant with expertise in management and leadership solutions, strategic organization development, and human resources consulting. Strategic, creative, metric focus and high integrity.

### **EDUCATION**

**2011**                      **PhD in Organizational Development and Change**, Benedictine University, Lisle, IL.  
(Expected)              Thesis: Talent Development through Online Social Networks: A Grounded Theory Study of the Effectiveness of the Virtual Online Classroom in the Development of Online Faculty

**2004**                      **MBA – Human Resources Management**, Cum Laude. DePaul University Chicago, IL.  
**1998**                      **BBA – Finance**, Magna Cum Laude. Loyola University, Chicago, IL.

### **EXPERIENCE**

**Adjunct Assistant Professor.** Various Universities (2005 to Present)  
*Over 1500 classroom contact hours. Taught online, blended and face to face courses. Responsibilities include curriculum development, setting course objectives, and grading assignments. My teaching philosophy can best be described as active learning, constructionist, and discover and inquiry approach.*

**Purdue North Central University** – Class: Staffing and Performance Management.

**DeVry University** – Classes: Introduction to Business and Technology, Human Resources Management, Principles of Management, Employment Law, and Labor Relations.

**Capella University** –Class: Fundamentals of Organizational Communication.

**Westwood College** – Classes: Organizational Theory and Behavior, Organizational Development and Change Management, Principles of Human Resources Management, Internet Marketing, Operations Management, Introduction to Statistics, Principles of Small Business Management, Leadership and Managerial Decision Making, Foundations of Management, Principles of Accounting, Introduction to Finance, Microeconomics, Macroeconomics, Project Management, Career Development, Professional Selling, and Managing Stress and Conflict in the Workplace.

**Kendall College** – Classes: Human Resources Management, Operations Services Management, and Hospitality Managerial Accounting.

**SYNERGY GLOBAL RESOURCES**, Matteson, IL (2009 to Present)

*Synergy Global Resources is a multi-solutions management consultancy that specializes in talent management, organization development consulting, human resources consulting, and outplacement consulting services.*

**Principal/Founder - Talent Manager / Consultant**

- Talent management solutions include executive search, mid-management staffing, project and contract staffing, retention and engagement services, training, change management, recruitment process outsourcing, applicant tracking system design, and careers website and recruitment branding.
- Organizational consulting solutions include change management, coaching & mentoring programming, conflict management, team building, leadership development, and appreciative and positive psychology group design.
- HR consulting solutions include HR audit and evaluation, skill and talent reviews, diversity and gender sensitivity training, employee handbook and policies, corrective action and employee investigation training, termination process training, and supplemental benefits consulting.
- Outplacement consulting services focus on career transition workshops, career counseling, job search planning, personality assessment and evaluation, resume development, salary negotiations, and managing finances during transition.

**SIEMENS BUILDING TECHNOLOGIES**, Buffalo Grove, IL (2007 to 2008)

*Siemens Building Technologies is a leading global manufacturing company that provides fire, security, and building automation solutions to the commercial sector and has annual sales of \$2.1 billion and 8000 employees.*

**Manager of Staffing Services.** Reported to the VP HR. Manage a team of 14 employees and \$6 million budget. Established, developed, and managed talent acquisitions solutions, initiatives, programs, processes, and vendors.

- Led quality review of US recruiting operations and change management design
- Created strategic vision and communication plan, providing direction and staffing organization goals
- Co-created Talent Redeployment Recruitment Model
- Implemented INROADS diversity interns program; hired 7 diversity interns
- Managed 2 Recruiting Process Outsource (RPO) vendors, and 20 smaller contract relationships
- Managed quality review team to streamline on-boarding process
- Reduced agency expense by 11%, budget cost by 26%, cost per hire by 6%; hired over 1800 employees

**ANDREW CORPORATION (COMSCOPE CORPORATION)**, Westchester, IL (2006 to 2007)

*Andrew Corporation is a leading telecommunication manufacturing company that provides wireless solutions for the global communications infrastructure market, and has annual sales of \$2.2 billion and 11,000 employees in over 35 countries.*

**Human Resources Manager – Corporate Functions.** Reported to the VP HR. Supported 500 global employees and the functional groups of legal, finance, IT, and human resources.

- Counseled and coached managers on performance management, legal compliance, staffing, organizational restructure, progressive discipline, conflict resolution, change management and benefits
- Provide continuity between global regions on policy management and administration for corporate functions
- Created partnerships with centers of excellences and shared services to support Andrew's core competencies
- Led the headcount calibration, organizational design, and positions development of finance and IT groups
- Co-chaired the Recruiting Process Outsource (RPO) initiative to select Kenexa as recruiting vendor
- Help build and designed a development ladder for non-managers in engineering and IT
- Completed 17 senior management executive searchers for the corporate division
- Implemented successful retraining of managers on performance management system, resulting in managers completing the process on time for the first time in 3 years

**NES RENTALS TRAFFIC SAFETY.** Romeoville, IL (2005 to 2006)

*NES Rentals is a leading construction rental and traffic safety company with annual sales of \$560 million and 3000 employees.*

**Regional Human Resources Manager.** Reported to the VP HR. Supported 400 employees. Responsibilities included employment, training, recruitment, employee relations, wage and salary administration, labor relations, and federal and state compliance requirements.

- Coached, mentored, and guided managers on employee relations and discipline issues for both union and non-union workforce; created labors relations union strategy; implemented and administered company policies
- Conducted training for management, professional and support staff on various topics, i.e. legal interviewing, corrective action documentation, performance evaluation and merit, and talent reviews
- Assisted in the development and communication of annual salary guidelines for the region; recommended policy and procedure improvements to insure internal and external equity; coordinated the region's annual performance management process
- Planned, developed and implemented an effective recruiting strategy for the region that supported regional and corporate objectives including, i.e. developed talent management model of recruiting; project leader for the corporate careers website, developed branding concept and values proposition; negotiated vendor contracts for corporate staffing and reduced total cost by 50%
- Assisted in Publishing Employee Handbook for Traffic Safety Division; created Union Orientation Guide

**REPUBLIC WINDOWS & DOORS, LLC.** Chicago, IL (2005 to 2005)

*Republic is a leading, regional manufacturer of vinyl windows and doors with annual sales of \$85 million and 750 employees.*

**Manager of Talent & Workforce Planning.** Reported to the VP HR. Manage staffing vendors, \$200,000 budget for Finance, Marketing, Human Resources, Sales, Technical Services, Supply Chain, Manufacturing, and Construction. Develop / enhance effectiveness of programs, policies and procedures to build talent portfolio and promote talent mindset.

- Chaired weekly Workforce Planning Committee with CFO and VP Human Resources and provided quantitative and qualitative metrics and reports on search, promotion and contract labor
- Managed network of sourcing vendors including executive search firms, professional associations, industry contacts, temporary firms, media and Internet sourcing providers and academic institutions
- Revised pre-search manager's contracting process and Hiring and Promotion procedures
- Implemented staffing metrics to include trend analysis and goal setting
- Completed 15 management requisitions decreasing average Time-To-Fill from 52 to 38 days
- Completed 28 professional requisitions decreasing average Time-to-Fill from 42 to 28 days
- Improved cost per hire by 57% from previous quarter

**SIRVA, INC.** Westmont, IL (2004 to 2005)

*SIRVA is a \$2.5 billion dollar global relocation and transportation company with over 8000 employees in 40 countries.*

**Senior Corporate Recruiter.** Managed staffing vendors, \$275,000 budget and search activities in a fast paced environment supporting Legal, Insurance, Client Services, Human Resources, Finance, Information Technology, Marketing, Sales and Moving Services departments.

- Completed over 250 searches. Producing 20-25 offers per month
- Improve time-to-fill to less than 28 days average for all positions
- Assisted in collaboration and design ideas of HRSmart applicant tracking system
- Implemented college-recruiting strategy, employer branding and wrote new marketing collateral. Built relationships with college career centers. Conducted job fairs and interviews
- Selected, managed and negotiated activities and fee arrangements with third party recruiters
- Implemented recruitment strategy for the SIRVA Leadership Program

**SYNERGY GLOBAL RESOURCES**, Matteson, IL (2003 to 2004)

**Principal/Founder – Executive Recruiter.** Directed the strategic vision and business development activities of a boutique executive recruiting firm. Manage day-to-day operations. Developed search strategies for clients and identified candidates and recruits for senior executives and managerial positions for sales, marketing, operations, human resources, and finance assignments. Manage a staff of three researchers.

**COOK ASSOCIATES**, Chicago, IL (2000 to 2003)

*Cook Associates was a \$19 million dollar boutique executive recruiting and mergers and acquisition firm.*

**Principal - Executive Recruiter.** Provided organizational and project support as well as execution of search assignments for Vice-Presidents of Consumer Products, Retail, Financial Services, and Architectural and Technology. Directed execution of entire research functions including target lists, database retrieval and cross referencing, Internet mining, referrals, brainstorming sessions.

- Closed 18 searches in 2002 resulting in \$750,000 in fee revenue
- Created orientation process and training pamphlet for new principals thus decreasing new principal training time to one week
- Architect of a formulized fulfillment management process that increased principal's ability to manage 50% more searches

**ACCOUNT MANAGEMENT / RESEARCH POSITIONS**, Chicago, IL (1998 TO 2000)

Provided support for the development, execution and completion of search assignments in a high volume environments with Morgan International (Chicago, IL) and Dickson Associates (Chicago, IL)

## **TEACHING EXPERIENCE**

**2011   Purdue North Central University**, Westville, IN.

- **Staffing and Performance Management.** This blended course provides students with an overview of how people are selected and ultimately how to drive employee performance. Students examine a basic understanding of selection and performance management theories, collaborative and interviewing skills, reliability and validity constructs, selection predictor and correlations, and decision making. 4 Credit Hours. 40 Contact Hours. 20 students per class. Grade assignments and exams. Responsible for selected curriculum content.

**DeVry University**, Tinley Park, IL.

- **Introduction to Business and Technology.** This blended course introduces business and the environments in which businesses operate. Students examine the roles of major functional areas of business and interrelationships among them. Organizational theories and techniques are examined, and economic, cultural, political, and technological factors affecting business organizations are evaluated. 4 Credit Hours. 32 Contact Hours. Average 18 students per class. Grade assignments and exams. Responsible for selected curriculum content.
- **Human Resources Management.** Students in this blended online/F2F course explore contemporary concepts and techniques essential to managing corporate human resources. Topics include strategic human resources, elements of the HRM function, employee rights, job analysis, recruiting and selections, total rewards, organizational development, and developing people. 4 Credit Hours. 32 Contact Hours. Average 10 students per class. Grade assignments and exams. Responsible for selected curriculum content.
- **Principles of Management.** This blended online/F2F course examines fundamental management theories and traditional managerial responsibilities in formal and informal organizational structures. Planning, organizing, directing, controlling and staffing are explored. Competitive advantage, SWOT Analysis, motivation theory, emotional intelligence, and leadership development, ethics, and conflict analysis are examined. 4 Credit Hours. 32 Contact Hours. Average 17 students per class. Grade assignments and exams. Responsible for selected curriculum content.

- **Employment Law.** This blended online/F2F course provides a comprehensive survey of Federal and State laws that affect the human resource function. Topics include equal employment opportunity, employment agreements, wage and overtime payments and other regulatory issues. 4 Credit Hours. 32 Contact Hours. Average 10 students per class. Grade assignments and exams. Responsible for selected curriculum content.
- **Labor Relations.** This blended online/F2F course provides a perspective on the evolution of the interaction between management and labor in a corporate environment. Topics include the American labor movement, federal and state labor laws, and collective bargaining, mediation, and work stoppage. 4 Credit Hours. 32 Contact Hours. Average 10 students per class. Grade assignments and exams. Responsible for selected curriculum content.

#### Capella University, Online

- **Fundamentals of Organizational Communication.** This course helps learners develop an understanding of the fundamentals of organizational communication; explore the interrelationship of organizational communication, symbols, culture, and performance; learn effective communication practices in relationships internal and external to the enterprise; and realize how they contribute to successful organizational performance. Through participation in a case study, learners examine the ways organizational communication factors are interrelated and function in an enterprise. 6 Credit Hours. 60 Contact Hours. 25 Students. Grade assignments and exams. Responsible for selected curriculum content.

#### Westwood College, Chicago, IL.

- **Organizational Theory and Behavior.** This course examines management of human behavior in organizations. Topics include current issues in organizational behavior, organizational structure, decision making, communication, work teams, power in politics, organizational change, self-awareness, and stress management. Upon successful completion of this course, students will be able to identify and analyze an organizational behavior situation and suggest approaches to improving effectiveness in organizations. 4 Hours, 36 Contact Hours. 30 students. Grade assignments and exams. Responsible for curriculum content and design.
- **Organizational Development and Change Management.** This course introduces the concepts of change management. Topics include resistance, creating a culture of change, changes in the workplace, and the impact of a change management plan on the long-term viability and success of an organization. 4 Credit Hours, 36 Contact Hours. 25 students. Grade assignments and exams. Responsible for curriculum content and design.
- **Principles of Human Resources Management (2 courses).** This course presents essential principles of human resources. Topics include job analysis, personnel planning, and employee interviewing and selection. Upon successful completion of this course, students will be able to create a human resource plan integrating the legal and managerial aspects of human resources. 4 Hours, 36 Contact Hours. 30 students. Grade assignments and exams. Responsible for curriculum content and design.
- **Internet Marketing.** This course covers marketing concepts in the Internet arena. Topics include the digital world, networks, online buying behavior, web business models, customer support and online quality, personalization, traffic and branding, pricing online, e-business, Internet marketing plans and strategies. Upon successful completion of this course, students will be able to evaluate and measure the success of e-business marketing strategies. 4 Hours, 36 Contact Hours. 20 students. Grade assignments and exams. Responsible for curriculum content and design.
- **Operations Management (2 courses).** This course surveys operations management principles. Topics include operations strategy, process design, forecasting, inventory management, scheduling, and quality management. Upon successful completion of this course, students will be able to formulate an operation strategy and apply it to a business situation. 4 Hours, 36 Contact Hours. 25 students. Grade assignments and exams. Responsible for curriculum content and design.
- **Introduction to Statistics.** This course introduces basic concepts in statistics with emphasis on quantitative analysis. Topics include measures of center and variation, applications of normal distribution, interpretations of correlation coefficients, analyzing and graphing linear regression models and fundamentals of probability. Upon successful completion of this course, students will be able to analyze real-world data, interpret graphs, create simple linear regression models, and form valid conclusions on the basis of such analysis. 4 Hours, 36 Contact Hours. 25 students. Grade assignments and exams. Responsible for curriculum content and design.

- **Principles of Small Business Management.** This course provided an overview of small business concepts: business planning, marketing, sales, management, product mix and financing. 4 Credit Hours, 36 Contact Hours. 30 students. Graded assignments and exams. Responsible for curriculum content and design.
- **Managing Stress and Conflict in the Workplace.** This course introduces the various dynamics found in workplace stress and conflict with a focus on resolution techniques. Topics include attitudes, self-esteem, anger, decision-making, conflict management strategies, stress management strategies, relaxation techniques, and physiological interventions. Upon successful completion of the course, students will be able to implement a framework for decreasing stressful behavior while successfully resolving conflicts in the workplace. 4 Hours, 36 Contact Hours. 15 students. Grade assignments and exams. Responsible for curriculum content and design.
- **Professional Selling.** This course introduces skills needed to effectively market oneself, products, and services in a highly competitive marketplace. Topics include foundations of personal selling, buying behavior, trust building, communication, leadership and teamwork, ethics, and customer relationships. Upon successful completion of this course, students will be able to assess a sales opportunity, articulate relevant ethical behaviors, demonstrate effective sales skills, and evaluate their effectiveness. 4 Hours, 36 Contact Hours. 20 students. Grade assignments and exams. Responsible for curriculum content and design.

2010

**Capella University, Online**

- **Fundamentals of Organizational Communication.** This course helps learners develop an understanding of the fundamentals of organizational communication; explore the interrelationship of organizational communication, symbols, culture, and performance; learn effective communication practices in relationships internal and external to the enterprise; and realize how they contribute to successful organizational performance. Through participation in a case study, learners examine the ways organizational communication factors are interrelated and function in an enterprise. 6 Credit Hours. 60 Contact Hours. 25 Students. Grade assignments and exams. Responsible for selected curriculum content.

**Kendall College, Chicago, IL.**

- **Human Resources Management.** This course focused on the human resource management techniques and methods employed by successful managers and organizations in domestic and global business environments. Topics included human resources strategy, job analysis and design, recruitment and selection, compensation, legal environment, labor relations, and safety. 4 Credit Hours, 72 Contact Hours. 55 Students (2 sections). Graded assignments and exams. Responsible for curriculum content and design.

**Westwood College, Chicago, IL.**

- **Leadership and Managerial Decision Making.** This course provides a framework of leadership and decision-making. Topics include psychology of decision-making, decision-making techniques, leadership, and the impact of leadership and decision making on organizations. Students can identify leadership models and apply effective decision making approaches to real-world business situations. 4 Credit Hours, 36 Contact Hours. 20 students. Grade assignments and exams. Responsible for curriculum content and design.
- **Organizational Development and Change Management.** This course introduces the concepts of change management. Topics include resistance, creating a culture of change, changes in the workplace, and the impact of a change management plan on the long-term viability and success of an organization. 4 Credit Hours, 36 Contact Hours. 18 students. Grade assignments and exams. Responsible for curriculum content and design.
- **Success Strategies.** This course covered the fundamentals, strategies, and insights of student success for a first time, adult student. Topics included mastering transitions, career discovery, communicating, testing strategies, and time management. 4 Credit Hours, 36 Contact Hours. 33 students. Graded assignments and exams. Responsible for curriculum content and design.
- **Principles of Small Business Management.** This course provided an overview of small business concepts: business planning, marketing, sales, management, product mix and financing. 4 Credit Hours, 36 Contact Hours. 30 students. Graded assignments and exams. Responsible for curriculum content and design.

- **Foundations of Management.** This course presents an overview of the various principles of management. Topics include planning, decision making, developing organizational structures, and managing performance. Upon successful completion of this course, students will be able to describe the functions and roles of management. 4 Credit Hours, 36 Contact Hours. 30 students. Graded assignments and exams. Responsible for curriculum content and design.
- **Principles of Accounting 1.** This course presents essential principles of accounting. Topics include the accounting cycle, special journals and subsidiary ledgers, internal control principles and practices, notes and interest, inventory systems and costing, plant intangible assets accounting, and depreciation methods and practices. Upon successful completion of this course, students will be able to identify elements of cash flows, prepare journals and ledger entries, and year end statements for a service or merchandising business. 4 Credit Hours, 36 Contact Hours. 25 students. Graded assignments and exams. Responsible for curriculum content and design.
- **Introduction to Finance.** This course introduces the theories of financial management. Topics include markets, institutions, and beginning investment theory. Upon successful completion of this course, students will be able to articulate a model of how financial management works in the business arena, and describe the basics of investment theory. 4 Credit Hours, 36 Contact Hours. 20 students. Graded assignments and exams. Responsible for curriculum content and design.

**2006 Westwood College, Chicago, IL.**

- **Macroeconomics.** This course provided an overview of key concepts and terminology of national economics. Topics included the gross national product, money and banking systems, inflation, household consumption, business investments, public spending and deficits, the Federal Reserve System, monetary policy and long-term growth. 4 Credit Hours, 36 Contact Hours. 25 students. Graded assignments and exams. Responsible for curriculum content and design.
- **Career Development.** This course was designed to assist students in developing long-term career management skills. Topics included producing quality resumes and cover letters as well as techniques for interviewing success. 4 Credit Hours, 36 Contact Hours. 25 students. Graded assignments and exams. Responsible for curriculum content and design.
- **Introduction to Business.** This course was designed to be an introduction to the operation of various types of businesses including businesses engaging in electronic commerce. Topics covered an overview of various traditional business and e-business models, building a business, business law, and government regulation. 4 Credit Hours, 36 Contact Hours. 25 students. Graded assignments and exams. Responsible for curriculum content and design.
- **Project Management.** This course provided knowledge of project management tools to start a project, establish goals, and stay within cost and time parameters. Topics included project finite life cycles and resources management. 4 Credit Hours, 36 Contact Hours. 20 students. Graded assignments and exams. Responsible for supplemental curriculum content.

**2005 Westwood College, Chicago, IL.**

- **Business Statistics.** This was a basic concepts class in statistics. Topics included normal distribution, standard deviation, probability, correlation and linear regression. 4 Credit Hours, 36 Contact Hours. 30 students. Graded assignments and exams. Responsible for curriculum content and design.
- **Career Development.** This course was designed to assist students in developing long-term career management skills. Topics included producing quality resumes and cover letters as well as techniques for interviewing success. 4 Credit Hours, 36 Contact Hours. 25 students. Graded assignments and exams. Responsible for curriculum content and design.

## CONFERENCES

- 2010**      **Academy of Management –IESOR**, Lyon, France
- Paper submission. “*Can online Social Networks Effectively Develop Talent?*”  
<http://www.nemac.ufsc.br/visualizar/anaislyonodesumario.pdf>
  - Paper Submission. “*Insights on Psychological Capital Connection to Talent Management.*”  
<http://www.nemac.ufsc.br/visualizar/anaislyonodesumario.pdf>
- 3rd International Pedagogical Research in Higher Education Conference**, Liverpool, UK
- Participant
- 2009**      **Midwest Academy of Management**, Chicago, IL.
- Presenter. “*Exploring the C-Suite for Sustainable, Socially Responsible Business Models.*”  
<http://www.midwestacademy.org/Proceeds.htm>
  - Facilitator. “*Perspectives for Managing Organizational Change.*”  
<http://www.midwestacademy.org/Proceeds.htm>
  - Peer Reviewer
- Benedictine University’s Career Flexibility Faculty AI Summit**, Lisle, IL.
- Researcher. Researched government career flexibility exemplars
  - Presenter of government flexibility exemplars
  - Team facilitator of the summit
- Benedictine University’s Center for Values Driven Leadership Summit**, Lisle, IL
- Participant. Team Member Researcher. <http://www.cvdl.org>
- 2008**      **Midwest Academy of Management**, St. Louis, MO.
- Presenter. “*Demands of the 21<sup>st</sup> Century Learner or Learners of the 20<sup>th</sup> Century?*”  
<http://www.midwestacademy.org/Proceeds.htm>

## PUBLICATIONS

Cooper, Jr. J.W. (2009). Insights for a venture capital talent management model. Exploring the C-Suite for Sustainable, Socially Responsible Business Models. *Midwest Academy of Management Proceedings*.  
<http://www.midwestacademy.org/Proceeds.htm>

## PROFESSIONAL MEMBERSHIPS & COMMUNITY ACTIVITIES

<b>2003 – PRESENT</b>	Society Human Resources Professional – Member
<b>2008 – PRESENT</b>	Midwest Academy of Management – Member
<b>2008 – PRESENT</b>	OD Network – Member
<b>2009 – PRESENT</b>	Naperville Boys and Girls Club – Board Member

## CERTIFICATIONS

Senior Human Resources Professional Certification  
Six-Sigma Green Belt Certification