**OBJECTIVE**

To leverage a 15+ year career in diverse HR Communications, Corporate Diversity and Change Management capacities to attain a position in a corporate or non-profit environment where I can lead projects, mentor teams and implement process improvements leading to enhanced employee relations and corporate success.

**HIGHLIGHTS OF QUALIFICATIONS**

Experienced Communications and Human Resources Professional with a track record of success at Bell Canada in progressive roles in HR PMO, Corporate Diversity, Employee Communications, HR Change Management and Strategic Planning. Possess proven abilities to synthesize and communicate information to a wide audience while attaining buy-in for new corporate policies, procedures and programs. Highlights of qualifications include:

* **Play a key role in cutting-edge corporate diversity and inclusion efforts** that have enhanced presence and career succession planning of diverse recognized groups including women and LGBT.
* **Utilize strong communications skills** to create dynamic corporate presentations, communicate to key business stakeholders re: HR program results, and design/develop web-based communications including employee intranet, wiki’s, webinars, webcasts and blogs.
* **Contribute to the success of strategic corporate HR programs**. For example, led renovation of Bell’s largest recognition program (Ovation), successfully re-branding and re-launching the program.

**CAREER PROGRESSION**

**BELL CANADA.** [**www.bell.ca**](http://www.bell.ca) **1992 – 2010**

**Associate Director, HR Program Management Office & Corporate Diversity (2007 – 2010)**

Develop, implement and monitor corporate strategic Human Resources programs. Fulfill functions in 4 major areas: Diversity Inclusion, Women’s Leadership, Metrics/Performance Tracking and Executive Communication.

**HR Diversity & Inclusion:**

* Fulfilled a key corporate mandate to **promote a Bell “People Strategy” that enhanced inclusion** of designated groups including women and LGBT. Reported directly to the Diversity Council.
* **Successfully integrated diversity and inclusion** into all company-wide programs and practices.
* **Organized and launched Bell Women’s Network** that supports development of women leaders within Bell. Hosted 14 webcasts and 8 face-to-face networking events across Canada involving 5,000 participants.
* Recognized eight women leaders in external awards and was **cited by MacLean’s magazine** as a leading-edge network to promote positive exposure and development opportunities for women.
* **Supported Bell in attaining employment equity goals** and becoming a leader in its diversity efforts.
* Established an LGBT affinity group with over 135 members. Participated in Pride at Work Canada parades in Toronto, Montreal and Vancouver (a first in Bell’s history).

**Corporate Communications:**

* **Played a key role in the HR PMO** with a mandate to produce creative and impactful presentations.
* **Contributed to highly effective web-based corporate communications** including strategic design, content development and storyboarding of the employee intranet.
* **Liaised with company leaders up to the level of CEO** by communicating HR metrics and presenting a succinct summary of HR program results. Regularly kept C-level stakeholders apprised of HR programs.
* **Provided creative input to employee presentations** including webcasts involving thousands of participants.
* **Utilized social media** such as blogs, wikis and webinars to disseminate information about Bell HR programs.

**HR Strategic Planning:**

* **Developed, implemented and monitored HR strategic programs** in the areas of leadership, learning and development, talent management, performance and corporate culture.
* Fulfilled a mandate to **revamp Bell’s largest recognition program** (Ovation). Streamlined program processes, redesigned structure and enhanced the program in order to better meet corporate objectives.

Effectively reduced errors by 45%, reduced application time by 42% and increased employee engagement.

* **Created and communicated detailed reports** that analyzed and tracked results of diverse HR strategies.
* Contributed to **increased efficiency of Bell’s performance management program**. Created document templates and simplified the process in order to increase quality and quantity of responses.
* **Defined content for Bell People Strategy** throughout the organization. Translated corporate goals into a detailed organizational plan that was efficiently implemented. Ensured that each business unit had a plan with which to successfully deploy their HR strategy.
* **Created scorecards to measure the effectiveness of the Bell People Strategy** in three focus areas: capacity (headcount, labour stats), capability (talent management, learning & development) and culture (employee engagement). Conducted external research and identified internal best practices in order to promote and ensure success of this strategy.

**Project Manager, Corporate Culture & Change Management (2005 – 2006)**

Standardized and communicated Change Management process within Bell Residential Services 310 Bell. Identified and addressed change management risks for issues impacting the business unit.

**Change Management Project Leadership:**

* Optimized employee adoption of corporate transition plans. Resolved issues impeding success and removed roadblocks that may have prevented a smooth transition.
* Acted as liaison for Virtual Workforce, ensuring consistent application of policies and programs.
* Liaised effectively with Project Management and Channel Marketing Department to ensure that the Contact Centre had full understanding of new procedures and that corporate expectations were attained. Measured ongoing performance to ensure adherence to new programs and expectations.
* Developed transition plans and coordinated training for 5 Call Centres. Attained sign-off for all projects impacting the 310 Bell operations.
* Implemented successful Variable Pay Incentive Program and streamlined process to reduce payroll errors.

**HR Team Lead/ Communications Team Lead (2000 – 2006)**

Provide effective communications link to the Bell Call Centre (310 Bell) involving over 400 employees. Disseminate corporate information via formal newsletters, intranet, workshops and emails and thereby ensure that call centre activities are aligned with corporate objectives.

**Corporate Communications:**

* Acted as a liaison between Call Centre and Marketing Team to promote timely, relevant communication of critical information. Reduced rush communications by 25%.
* Tracked, measured and analyzed information flow throughout the Call Centre.

**HR Leadership/Recruitment Activities:**

* Implemented an external hiring process for BCE affiliates based on best practices that resulted in cost savings and procurement of a strong candidate pool. Implemented regional testing, order quality and role playing during recruitment pre-screening process. Enhanced hiring process for bilingual candidates.
* Worked with local vendors to implement a hiring strategy focused on attributes of current top performers. This resulted in hiring practices that increased revenue and decreased attrition.
* Ensured consistent application of HR policies throughout call centres. Implemented a regional employee development program (Passport to Success) which promoted knowledge sharing and skill transfer.
* Organized sales conferences for over 300 Call Centre Agents, Marketing Team and VP to effectively promote marketing initiatives and recognize employee success.

**Bell Canada Experience prior to 2000**

**Client Service Representative/Training and Development Representative/Team Leader (1992 – 2000)**

Coached, developed and trained over 200 new employees to meet and exceed Call Centre expectations. Coached Agents to attain over 95% order accuracy. Engaged Call Centre team in motivational and team building programs.

* Identified performance gaps and produced formal job descriptions to address performance issues.
* Aligned training program with needs of virtual team in order to produce consistently positive results.
* Assisted Channel Marketing Team to produce training materials that motivated Call Centre Agents.
* Created a successful proposal to maintain training as an in-house service thereby saving costs and ensuring that Agents had the best possible information to support desired performance outcomes.

**EDUCATION & PROFESSIONAL DEVELOPMENT**

**University of Guelph, Bachelor of Arts Degree, BA, Major in English and Sociology, 1991**

**Professional Development:**

* **Algonquin College – Fundraising Management Certificate**, in progress, expected completion January 2013
* **Charity Village** online courses; proposal writing and grant seeking, in progress, expected completion March 2011
* Certified "Work Out" facilitator (GE methodology)
* Seneca College, Customer Contact Centre Management Program, 2001

(Successfully completed CIAC Operations Management/HR Management)

* Certified Instructor for DDI (Behavioural) Interviews, 2000
* Certified Instructor for Ergonomics
* Certified Instructor for Kaset International courses

( Achieving Extraordinary Customer Relations, Selling Naturally and Keeping the Skills Alive)

* Certified Instructor for Development Dimensions International course

(Total Customer Choice – Customer Service in a Competitive Environment)

* The Management Centre, Management Skills Program, Algonquin College
* Langevin Learning Services, Instructional Techniques for New Instructors

**TECHNICAL SKILLS SUMMARY**

MS Office, MS Project, MS Word, Excel, PowerPoint, K-store SharePoint, Front Page

**PROFESSIONAL AFFILIATIONS**

* Hire Immigrants Ottawa, member
* Canadian Federation of University Women, member
* Manotick Women's Business Network, member