

Kristen S. Gallagher

Miami, FL 33134

Telephone: (312) 608-2016 E-mail: krisgallagher@gmail.com

PROFESSIONAL EXPERIENCE

Faena District Miami Beach, FL June 2015 to Present

Assistant Director of Human Resources

- Assist in directing and overseeing the Human Resources department of six team members with recruitment, payroll, team member relations, training and development for 800 team members
- Successfully completed all Human Resources pre-opening functions and responsibilities for over 700 team members
- Diagnose, translate, and define current and future HR needs into an overall integrated strategic HR plan for upper management and ownership
- Responsible for coaching, counseling, and advising on all disciplinary related issues within the District, including terminations and legal matters
- Ensure and maintain the alignment of all corporate HR initiatives and programs, implement and deliver HR programs within the business
- Successfully managed and completed the transition from a PEO model to a non-PEO model resulting in an annual savings of \$500,000
- Research, deliver, and implement new/updated HR solutions such as Employee Opinion Survey, Communication platforms, etc.
- Direct and present annual compensation and benefit analyses, including annual renewals of all benefit programs (health, dental, vision, STD, LTD, etc.)
- Direct all employee-related investigations, including sexual harassment and discrimination claims
- Captain annual benefit plan strategy with company-wide renewals, implementation and open enrollment
- Responsible for managing all team member FMLA, LOA, ADA, and EEOC claims and compliance

Four Seasons Resorts Lana'i, HI, January 2014 – May 2015

Human Resources Manager

- Responsible for entire recruitment process including offer negotiations and relocation logistics
- Directed employee housing program
- Acted as Human Resources Director in Executive Planning Committee meetings; presented crucial data as it pertained to Human Resources for upcoming closure
- Spearheaded plan for over 200 employees with upcoming resort closure (intercompany transfers, temporary task force, and community job opportunities for resort closing date January 5, 2015)
- Created, presented and managed critical paths for major upcoming departmental/outlet changes
- Researched and presented projected impacts of upcoming company changes as they relate to Human Resources
- Worked with managers on employee relations issues providing recommendations on resolution
- Assisted in managing labor relations in accordance with Collective Bargaining Agreement. Handled Grievances filed through the union to reach a mutual agreement
- Captained and executed all employee events, celebrations, and festivities

Dana Hotel and Spa, Chicago, IL May 2008 – January 2014

Human Resources Manager

- Performed all Human Resource functions for all property outlets (pre and post opening)
- Created and enforced policies, procedures, and Employee Handbooks for all outlets
- Directed the interviewing, background administration, hiring, and orientation of new employees
- Managed all Workers Compensation claims; counsel department heads how to reduce loss
- Managed the entire payroll process
- Implemented new self-funded insurance program, replacing traditional plan

- Processed all employee and company 401k contributions, loans, and enrollments
- Advised management with proper techniques to review, develop, and discipline employees
- Acted as first line of defense in company lawsuits
- Directed all employee-related investigations, including sexual harassment and discrimination claims
- Directed employee related events (i.e. workshops, teambuilding exercises, company health fair)

Marketstaff, Chicago, IL September 2007 – May 2008

Human Resources Generalist

- Fulfilled all daily requests and needs for clientele, utilizing multitasking, customer service, and bilingual capabilities in an exceptionally time sensitive environment
- Directed all marketing, sales, and trade show operations within company
- Recruited, hired, and retained effective and dedicated employees for clientele
- Responsible for insurance billing, enrollment, and legal administration for 400+ employees
- Initiated and executed renovation of documents (i.e. employee handbooks) for clientele

Women in Progress, Cape Coast, Ghana

March 2007 – May 2007

Marketing Consultant

Women in Business, University of Oregon

April 2006 – June 2007

President

EDUCATION

Bachelor's Degree, Business Administration; **University of Oregon Lundquist College of Business (2007)**
 Study Abroad, Negocios Internacionales; **La Universidad de Rosario, Rosario, Argentina (2005)**

RECOGNITION

Marketing Student of the Year – University of Oregon Business School Commencement 2007
 Leader of the Quarter Nominee Q2 2015 – Four Seasons Resorts Lana'i
 Leader of the Quarter Nominee and Winner Q2 2017 – Faena Hotel Miami Beach
 Leader of the Year Nominee and Winner – 2017 – Faena Hotel Miami Beach

LANGUAGES

English- mother tongue, **Spanish-**fluent

REFERENCES UPON REQUEST