

**SUMMARY**

- Director Strategic Human Resources & Business Culture with proven record in key areas of global human resources management applied to healthcare, pharmaceutical industry, Homecare, DME- Distribution environments.
- Human Resources Executive with more than 18 years of proactive HR leadership experience in changing company culture, providing strategic human resources expertise, and building unified performance-based HR departments into successful, cost-efficient and valued business partners.
- Experience includes collaborating with senior management to conduct Human Resources strategic planning. Ensured regulatory compliance while allowing business leaders the flexibility to implement and achieve desired goals/objectives.
- Proven ability to develop Human Resource operations, impact business growth, and maximize profits through cost reductions, internal controls and productivity/efficiency improvements. Believe in adding value, exhibit good business judgment and leadership.
- Able to steer consensus among core business disciplines with diverse agendas and visions. Highly motivated, result oriented (hands-on) leader with extensive management and strategic planning experience. I'm energetic HR professional who does not mind wearing multiple hats; in addition, I'm independent, self-starter, organized, flexible and enjoy a challenge. Visionary leader with a strong commitment to the company bottom line.
- It is my mission to drive an engaged workforce by attracting and retaining high caliber talent. I believe in investing in our # 1 resource...our employees.

**AREAS OF EXPERTISE**

- HR Strategy Formulation & Execution; Creating a Share HR Management Vision
- I am an experienced strategic business partner who has worked in various industries; currently healthcare with focused attention on creating and developing HR Departments from the ground floor up.
- Establishing & Integrating Cultural Change; Supporting Multiple Lines of Business & Locations
- Implementing Continuous Process Improvement; Directing Performance Management & Succession Planning
- Instituting Reward, Recognition & Retention Strategies; Employee Relations/Compensations & Benefits Administration

**CORE ACCOMPLISHMENTS****Business Development**

- Spearheaded acquisition of competitor companies. Established and manage partner relationship
- Solid managements skills in order to produce optimum results with limited resources
- Keep the company focused on executing key priorities
- HR policies and manuals
- Safety, emergency, and hurricane preparedness plans
- New employee orientation program
- Employee Referral Program

**Business Improvement**

- Assessed organization need and recommend changes
- Effective social skills with an ability to meet and train people at their level
- Communicate clear goals and expectations
- Slashed payroll/benefits administration costs 30% by negotiating pricing and fees, while ensuring the continuation and enhancements of services.

**Business Leadership**

- Aggressive, results-driven professional with a genuine commitment and consultative approach
- Served as key contributing member of the leadership team
- People skills to motivate employees, build partnerships, and communicate with vendors.

**Key Areas of Competency:**

- Building Sustainable Relationships to Achieve Result; Revolutionizing Talent Acquisition & On-Boarding.
- Ability to Coach, Motivate & Mentor Other; Start-Up/Turnaround Situations; Transforming HR analytics into action.
- I'm self-motivated, an excellent team player, and able to work in a fast-paced environment.
- Reduced company's turnover by 75% with effective screening of prospective employees
- Developed standard organizational models in recruiting and testing improving efficiency by 100%

**PROFESSIONAL EXPERIENCE & ACCOMPLISHMENTS****Career Source South Florida**

02/07/2019 – 7/5/2019

**Employer Specialist ( Temporary)**

Providing quality self-help skills and employment opportunities for disadvantaged and underemployed residents; thus, assisting them to become self-sufficient and productive members of society. Its work is accomplished through three divisions: Workforce Development, Youth and Families, and OIC Strategic Integration. Identify businesses and industries to develop job placement opportunities for jobseekers and convert these opportunities into job order for jobseekers; develop and manage On-the-Job-Training (OJT) agreements with businesses in the Region; and coordinate employment activities at the career center. Provide leads to Business Consultants for those companies that may be interested in information on tax credits and financial incentives for available training services such as Employed Worked Training Program (EWTP) and On-The-Job Training (OJT)

In addition, I operate effectively in a dynamic, fast paced and growing non-profit organization, understanding the power of team building, collaboration and mutual support and has a passion for helping people at risk. Participate in business and trade organizations that promote workforce and economic development. In addition, track career center placements and implement initiatives to increase placement outcomes.

**Wound Technology Network/ dba/Podicare Services, Inc.**

9/2014 – 12/31/2018

Florida, California, Nevada, Texas, Hawaii, Boston, Arizona and Puerto Rico.

**Director of Human Resources**

Provided executive HR leadership for this full-services, clinical and Wound Care services. Developed organizational strategies by identifying and researching human resources issues, collaborated with finance to create a formal HR budget, and offered recommendations to shape the organization's strategic thinking and direction. Implemented strategies by establishing department accountability, including the development of a full spectrum of HR department services. Played a key senior leader role in the organization.

- Direct report to the CFO as a member of the Senior Executive Team. Directed all aspects of the HR Integration of Woundtech during one acquisition in one year. Conduct due diligence and implementation on-boarding strategy to more than 75 employees in 7 different locations.
- Lead the Human Resource team on transition to new private equity owner.
- Manage the HR function for multiple facilities in the USA.
- Responsible for improving the efficiency and performance of the company's 450 employees in several locations (Florida, California, Nevada, Texas, Puerto Rico, Hawaii, Arizona) with ongoing recruitment, onboarding process, and employee relations.
- Evaluated staffing needs for all departments and develop effective strategies to meet their personnel demands.
- Direct and oversee wage and payroll administration and quality improvement.
- Develops, recommends and implements human resource policies and procedures to ensure legal compliance thereby reducing liabilities and resulting in best practices for the company including the company Handbook.
- Effectively look for ways that promote people productivity, organizational efficiency, and cost effectiveness.
- Oversee a team of 3 HR Staff and functions including staffing, HRIS, disability and leave management. Assures that location complies with State and Federal laws, including but not limited to JCAHO, AHCA, ADA, Social Security, DOL requirements, FLSA, FMLA, the Pregnancy Discrimination Act (PDA), COBRA, Terminations, Section 125 Unemployment, Civil Rights Act, Equal Employment Opportunity Act, I-9s, HIPAA monitoring, duties of large healthcare entity, Employee Retirement Income Security Act (ERISA), the Department of Labor, worker compensation, EEOC, the Occupational Safety and Health Administration (OSHA), amongst others. Maintained JCAHO & AHCA standards in Human Resources.
- Manages human resources policies and procedures related to employee relations, compensation and benefits program administration,
- Supported business initiatives by promoting the development of effective/efficient positions and organizational structures that maximized employees' skills and met business needs while providing a challenging, rewarding and productive work
- environment. Guided and advised management regarding interpretation of and compliance with all applicable employment law guidelines, legislation and best practices. Work alongside partners and/or department heads to identify critical tasks and design training plans for all firm levels based on primary job functions (Audit, Tax, Litigation, Business Valuation, Administrative, etc.)
- Managed daily HR operations for 350 personnel statewide of a \$2.2 million business that focused on building the HR
- department from the ground up to include developing policies and procedures, employee and company forms, designed,
- Developed, implemented and administered company performance appraisal process in a short timeframe
- Introduced new employee On-Boarding and innovative training and development programs. Oversaw HRIS maintenance time and attendance management, and wage and hour compliance. Successfully assisted over 350 employees with ongoing recruitment, employee relations.
- Selecting and administering of all company benefit plans, including the implementation of the ESPP, STD, LTD, FSA, HSA, resulting in improved benefits to plan participants as well as talent retention while simultaneously reducing company costs.
- Collaborates with brokers with respect to premiums, terms and conditions, renewals and modifications of insurance contracts. Achieved medical benefit cost savings by customizing benefits to the needs of the workforce.
- Multi-State payroll processing (FL, CA, NV, HI, AZ & Texas), compliance, training, discipline and work separations.
- Ensured accurate processing and auditing of multi-payroll schedule, insurance deductions, hours worked, taxes, 401(k), direct deposit, bonuses, record-keeping, and garnishments for all employees with a multi-state structure.
- Administers the Workers Compensation program and work closely with selected insurance carrier to efficiently reduce liability and cost.
- Conducted employee engagement surveys that resulted in direct and significant increases in employee engagement. Increased employee engagement by 10% and participation in the annual survey to 84%.
- Ensured compliance with all federal and state wage and labor laws in a multi-state organization. Audited/reviewed and improved of HR policies, programs and practices for regulatory compliance and best practices.

#### **Intelmate & Telmate, LLC**

Florida, Oregon, Los Angeles, San Francisco, (CA)

6/2013 – 8/2014

#### **Human Resources Manager**

- Reported directly to the Chief Financial officer. Scope of duties consisted of delivering counsel to executive management regarding human resources initiatives and driving cultural change aimed at improving leadership strength, enhancing professional development capabilities, and optimizing cross-functional department performance.
- Responsible for the day-to-day operations of the Human Resources office with a focus on achieving company goals and objectives, data management, world-class health & welfare programs, policy and procedure interpretation.
- Direct full-cycle talent acquisition, payroll support, onboarding and orientation, employee relations, benefits enrollment, performance management and conflict resolution, and federal/state program compliance. Advised management regarding interpretation of HR policy and employee relations issues.
- Avoided penalties by performing regular internal HR audits and ensuring compliance with all HR-related laws and regulations.
- Developed and administered company personnel rules and regulations, pay and job classifications structure in FL,CA,OR
- Managed 250 employees in multiple states with ongoing recruitment, onboarding process, and employee relations.
- Ensured accurate processing and auditing of multi-payroll schedule. Benefits administration non-public companies. Administrate insurance deductions, hours worked, taxes, 401(k), direct deposit, bonuses, record-keeping, and garnishments for all employees with a multi-state structure. Provided training to C-level executives on employment issues ensuring compliance with federal & Multi state.

#### **All-Med Services Florida Inc. was acquired by IHCS Integrated Delivery System.**

Miami Lakes, (FL) and Puerto Rico

02/2007 – 05/2013

#### **Human Resources Director**

- Report directly to the Senior Vice President Operations.
- Member of the senior management team involved in strategic operational issues, future expansion and growth
- Reduced recruiting costs, and cutting back on outside recruiting vendors.
- Manage and lead the development and execution of Human Resource strategies and activities including talent development, talent acquisition, performance management, career development, acquisition due diligence and integration, compensation and competency assessments across multiple sites offices, ensure business unit is compliant with all regulatory guidelines and maintains Joint Commission Accreditation in good standing. Lead organization successfully through 3 reaccreditation surveys.
- Integrated Durable Medical Equipment (DME), Respiratory, Nurse Managed & Home Health Care, Infusion services, successfully growing over 2,400 FTE's state-wide.
- Lead the Human Resource team on transition to new private equity owner in March 2012.

- Designed, implemented and coordinated all aspect of human resources for multiple sites location which included regulatory compliance, JCAHO,AHCA, URAC, HIPPA, ADA, ERISA, FLSA, EEO, DOT, FDA, OSHA, Workers Compensation, I-9s, HIPAA monitoring, COBRA, Unemployment, recruitment and selection, Benefits & Compensation, Health and safety, payroll, paid time off accruals, compliance and record-keeping, discipline and work separation, employee relations, training, education and development for over 1,200 employees between All Med Services of Florida and Clinical Medical Services in Puerto Rico. Work very close with the Compliance Officer, oversight of internal documentation and credentialing program and maintained JCAHO & AHCA standards in Human Resources.
- Developed a full services human resources department ensuring administration of all strategic programming for corporate and multi-state locations.
- Negotiated with third parties (e.g., technology vendors, brokers, benefits providers, consultants and search firms).
- Conceived, implemented, a comprehensive and cost-effective benefit plans which consolidated and standardized health and welfare benefits plans.
- Pioneered a "safety culture" campaign which led to a steady decline in the number of accidents and cost of claims.
- Ensured regulatory compliance while allowing business leaders the flexibility to implement and achieve desired goals/ objectives. Audited/reviewed and improved of HR policies, programs and practices for regulatory compliance and best practice.
- Lead and manage all aspects of the HR function within the region, while balancing, supporting and addressing region's needs challenges and opportunities. Acts as the strategic advisor on all people related matters.

## **EDUCATION**

Florida International University (FIU) Human Resource Administration – currently working toward a SHRM-SCP certification-2019

Major: Human Resources Management. Certificate in Human Resources Management & Administration (PHR/SPHR)

Bachelor Degree- Accounting Languages: Fluent in English and Spanish

## **PROFESSIONAL AFFILIATIONS/ORGANIZATIONS**

Member of Society for Human Resource Management- SHRM

Member of Payroll Association- APA

Member Greater Miami Society for Human Resource Management- GMSHRM

Be actively involved in the business community attending Job Fairs, CareerSource South Florida Recruitment, Greater Miami SHRM / Greater Miami Society GMHRM events, Chamber meetings, Networking Meeting, etc.

## **COMPUTER COMPETENCIES**

Manage the business more strategically and effectively with ADP Work Force Now.

My Paychex Flex, CHRS (Preview Payroll, HROnline, TLOnline) and People Soft.

LinkedIn Recruiter, Applicant tracking systems, Crelate, Talent, Indeed, Salesforce, Bullhorn ATS and CRM, Taleo, Excellent computer skills, Internet Access, experience MS Office-Word, Excel, Outlook, PowerPoint, Program Management tools, Microsoft Office, Bilingual skills in Spanish.

Summit Payroll System for PEO Leasing Co. (Offering Payroll Services, HR, Benefits Administrator and Compliance Services).