

# CINNDY GAMEZ

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## Human Resource Professional

Innovative and results-oriented **Human Resource Leader** with over 15 years of multi-unit management experience. Exceptional interpersonal skills, organizational and strategic planning, adept at building strong partnerships. Dynamic facilitator and leader, skilled at developing a strong company culture and a diverse unity. **Bilingual:** English/Spanish.

### Areas of Expertise:

- Employee Relations
- Policy & Procedure Development
- HRIS Systems Management
- Talent Management/Development
- Benefits Administration
- Strategic Planner
- Performance Management
- Kaizen Process Integration
- Employment Law (US/PR)

## PROFESSIONAL EXPERIENCE

### CONFIDENTIAL MEDICAL CLINIC | GEORGIA/TEXAS/FLORIDA

2019 - Current

#### Regional Human Resources Business Director/Business Partner

Support over 150 employees and supervisors in multiple locations, 2 in Florida, 1 in Texas, and new location in Georgia. Manage an HR team of 5 (Recruiter, HR Generalist, HR Assistant, Payroll). Assist in improving and implementing HR Core functions for a start up company in the areas of: Benefits, Employee Relations, HCM software, Employee Recognition Programs, Safety regulations, Compliance with training and data storage, and policies and procedures.

### EXTRA SPACE STORAGE | WPB/MIAMI, FLORIDA (FORBES 500 2019 RANKED #194)

2008 – 2018

#### Regional Sr. Human Resource Director/Manager/Business Partner/Recruiter

Business Partner to 30+ Management team, supporting 500+ locations and 800+ employees across 3 divisions on the East Coast including Puerto Rico. Supervised: Recruiter, HR Assistant, L&D Trainers and DMIT. Traveled 50%+ as needed.

- **Cultural awareness:** Achieved company recognition by top Executives by implementing a Cultural Values presentation across all levels that was implemented company-wide at the Annual National Sales meeting.
- **Strategic Partnership:** Advised Leadership/Ops team on best practices to align all divisions and maintain consistency on policies, talent management, communications, staffing, and employee conflict resolution. Provide guidance and monitored/approved all documentations and counseling process. Trained/mentored new HRMs/DMs/DMITs/DTLs.
- **Innovative Project Leader:** Built an electronic apartment-lease document with HRIS team in developing data tracking system for onsite employees. Saved the company time, costs, and liability. Created multiple tracking reports.
- **Talent Management:** Launched new projects with L&D and Ops Managers' to review talent, mentorships, HR training programs, and oversaw a team to lead projects on New Hire Orientation, Welcome Day, IDP, DM/DTL/DMIT, Talent tracker, Talent Management, Employee Management, New Hire Business Orientation, and Development Day.
- **Employee Relations:** Strategized with Ops leadership team on meeting company goals, handling employee conflict, investigations, documentation, terminations, performance reviews, compensation, staffing, and succession planning.
- **Change Champion:** Transitioned new stores through acquisitions and mergers in growing markets. Unified company standards, culture, and policy changes due to growth, downsizing, realignments and restructuring markets.
- **HR Metrics:** Reduced turnover by 25% with talent/ATS training. Improved retention by 35% with recruiting talent and employee development programs. Increased promotions by 25% in leadership positions. Improved employee engagement survey scores above company average and leading top divisions. Decreased overtime by 30%.
- **Legal sector:** Responded to EEOC claims/mediations/unemployment hearings while limiting the company of liability. Kept a successful record of minimal number of legal claims within the East Coast with favorable outcomes based on verifiable evidence. Maintained a union free environment with preventative, engagement, and awareness training.
- **HRIS Data/KPI:** Analyzed data and trends with the leadership ops management team. Tracked data and advised on employee surveys, turnover, OT, talent, compensation/merit, performance reviews, and succession planning.
- **Cloud Technology:** Tracked and managed electronic documents on Workday, Salesforce, Netdocs, ADP, Smartsheet, Qualtrics, PI, and OneNote. Created processes, reports, worksheets, and files that were implemented company-wide.
- **Leadership training:** Participated in a Leadership training program in preparation for a progressive career path. This included mentorships programs, special projects, presentations, meetings, travel, and cross training.

### MAYFAIR HOTEL AND SPA | COCONUT GROVE, FLORIDA

2006 – 2008

#### Human Resource Director/ Manager

Led an HR team at a large 180-room luxury boutique hotel providing 5-star hospitality customer service to our internal and external clientele. Supervised: HR Assistant and Payroll/Benefits. Supported 10+ managers and 150+ employees.

- Reduced turnover by 15% by changing recruiting/interviewing practices, retaining staff with recognition programs.

## CINNDY GAMEZ

- Coordinated audits with the HR Assistant on all personnel files to insure compliance. Revised and communicated policies and procedures. Developed a business plan and implemented training on preventing litigation issues.
- Developed reports to track overtime pay, vacation, sick time, personal days, benefits, and other employee data.
- Counseled and trained the leadership team on managing employee issues. Managed investigations, coached managers, witness support, reviewed and approved terminations, and maintained a union free employment.
- Improved morale by having employee appreciation events and encouraging an employee recognition/reward system.
- Managed a team on staffing, approved payroll, benefits/comp, workers comp, and other administration duties.

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### LOWES HOME IMPROVEMENT | MIAMI GARDENS, FLORIDA (FORTUNE 500 2017 RANKED #40)

2004 – 2006

#### Human Resources Manager

Managed a new retail home improvement store opening of 180 employees in all human resources areas specializing in recruiting, hiring, orientation and safety training, retention and employee investigations. Supervised: HR Coordinator.

- Opened a new retail store, which included staffing the store with mass recruiting events, interviewing, onboarding new hires, orientations, individual role and safety training and other administrative responsibilities for all new hires.
- Managed various types of employee investigations from theft to harassment claims, safety/injury investigations involving workers comp claims, partnering with loss prevention, and approving documentation and terminations.
- Responsible for processing payroll, schedules, 90 day, 6 month, and annual Performance Reviews, merit and bonus increases. Processed benefits enrollment for new hires and annual OE. Managed leave of absences process/reports.
- Conducted employee engagement surveys by improving morale and implementing recognition programs.
- Served as an employee ambassador during the aftermath of Hurricane Wilma in 2005 by providing employees with food and shelter. Maintained employee engagement and lifted morale for all throughout the hurricane disaster.

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### COMCAST CABLE COMMUNICATIONS | MIAMI, FLORIDA (FORTUNE 500 2017 RANKED #33)

2003 – 2004

#### Human Resource Generalist

Supported a location of 10 managers, 10 customer service agents and 80 field technicians. Specialized in the areas of recruiting, training, benefits, safety, payroll, compensation, community programs, and employee relations.

- Launched a self-advancing multi-level technical training program that led our location to be the first in promoting more than 50% of the field technicians. This program sustained employee engagement and reduced tenure.
- Improved employee morale by executing a recognition program resulting in the most nominations in our location.
- Conducted and implemented action plans with the management team based on feedback from the employee engagement surveys. Results improved within a year concluding the highest outcome in employee satisfaction.
- Reviewed payroll and compensation reports, job analysis, job evaluations, performance management, affirmative action plans and reports ensuring compliance and consistency within the division and company standards.
- Successfully maintained a union free environment by proactively training managers and providing employees with company benefits information, open door environment, engagement and recognition programs.

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### PHELPS DODGE INTERNATIONAL | CORAL GABLES, FLORIDA (FORTUNE 500 2017 RANKED #176)

1999 – 2002

#### Human Resource Generalist 2001-2002/Accounts Payable 1999-2000

Supported 8 domestic and 17 international locations for a copper wire mining manufacturing company.

- Analyzed payroll reports and implemented a program, which saved the company over 50% of overtime costs.
- Aligned the human resources functions for domestic/international locations in the areas of payroll, compensation, organizational development, policy handbook, auditing employee files and other administrative tasks.
- Participated in a program to improve non-value tasks within the organization. Improved the process of timely invoice payments by bridging the gap between departments and management resulting in 50% improvement.
- Opened a new Warehouse Distribution Facility in Arkansas with 40 employees assisting in recruiting, onboarding, payroll and benefits, safety and OSHA training, employee engagement and ongoing employee support.

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## EDUCATION/CERTIFICATION/MEMBERSHIPS

**Masters of Science in Human Resources Management** – (2019), Florida International University

**Bachelor of Science in Business Management**, Nova Southeastern University

**SHRM – SCP** – (2018)