

Denise A. Descalzo, MBA, SPHR & SHRM-SCP

SUMMARY OF QUALIFICATIONS

- Certified HR Executive with over 20 years of successful HR leadership experience in Florida and New York spanning several industries including healthcare, insurance, technology, hospitality, and entertainment
- Advisor to CEO on the human capital strategy and participating in the business strategic planning of companies during mergers, acquisitions, and start-ups
- Demonstrated ability to design, implement, and enforce human resources programs and appropriate procedures and policies consistent with Company philosophy
- Proven track record of driving organizational change in support of business plans while influencing employee engagement with a hands-on, proactive, and collaborative style

PROFESSIONAL EXPERIENCE

5/18-2/19 *Solis Health Plans (Florida Medicare Advantage HMO – South Florida, Orange and Hillsborough)*
SunScripts OTC (Over-the-Counter Products Fulfillment Center)

Vice-President Human Resources

- Recruited to establish Human Resources department to launch new start-up statewide HMO plan reporting to Chief Executive Officer/Chairman of Board of Directors
- Developed and executed overall HR and training strategy to support company goals, including living our values and fostering employee engagement
- Attracted managed care talent and conducted the hiring and onboarding over 80 FTEs required for CMS readiness review and go-live on January 1st
- Created HR Policies & Procedures, New Hire packets, HR and Payroll SOPs, HR and Payroll forms
- Co-founder of SunScripts OTC – established operational workflows, coordinate vendors, recruited staff, stood up call and fulfillment centers, designed space, marketing strategy and materials, prepared Board presentations, etc.
- Advisor to CFO and Chief Compliance Officer in matters affecting employees including compensation, time and attendance, and payroll best practices, regulatory compliance; appointed Compliance Committee member

5/15-5/18 *Anthem/Summit Partners - HealthSun Health Plans (5-Star South Florida Medicare HMO)*
Wellmax and Pasteur Medical Centers, EasyScripts Pharmacy (Joint Commission)

VP Human Resources & Head of Human Resources/HR Manager

- Recruited and later promoted to Vice-President reporting to CEO after 18 months in preparation for merger and acquisition of medical centers and pharmacies growing from 650 employees to 1300 employees.
- Successfully led 13-person HR team in the effective delivery of the critical processes including recruiting and onboarding, employee evaluation and development, compensation and benefits, policy administration, wage and salary administration, employee relations, and HR regulatory compliance.
- Provided collaborative consultation to Executive Team organization leaders regarding people strategy, organizational design, change management, and HR best practices.
- Implemented ADP suite of products establishing HRIS as source of truth, introducing self-service of online benefit enrollment and recruitment improving the effectiveness of the department
- Served on Compliance Committee and work closely with Chief Compliance Officer to uphold all Medicare compliance & quality standards, including AAAHC, AHCA, Joint Commission, etc.
- Created new employee handbook and established additional policies for other brands
- Administration of the employee performance evaluation program including continued improvements
- Participated in due diligence of Anthem sale and led implementation of Anthem acquisition liaising with both teams of Executives, Medicare VP of HR and HR Centers of Excellence to develop strategy for integration
- Worked with CFO to develop the compensation strategy; prepared leaders for the salary planning and incentive process, providing budgets; presented results of the process to business leaders
- Conducted ongoing position budgeting review and ensure that staffing plans are aligned with span of control, productivity metrics, budgeted allocations, etc.
- Advisor to leadership of local and regional healthcare talent market; revise and localize job descriptions.

7/09-2/15 *Prestige Health Choice (Florida Medicaid Provider Service Network)*
Health Choice Network (Nationwide IT & Financial Services ASO)

Human Resources Manager

- Developed and directed the statewide HR strategy, compensation & benefits, talent management, training, compliance, policies and procedures, organizational development, employee relations, leadership mentoring, employee communications, and HR systems
- Reporting directly to the President and acting as a strategic business partner to Executive Team in developing and executing effective budgeting and performance management systems aligned to business goals after winning \$7 billion contract tripling membership in 4 short months
- Preparing for and executing rapid expansion of the organization resulting in the recruiting, training and onboarding of 300 associates in 7 new regional and corporate offices
- Champion HR tools to forecast needs for and securing the right talent to accomplish organizational growth objectives while controlling the FTE budget and building buy-in, fairness, and stability
- Effectively promote an "open-door" policy to ensure middle management and employees feel comfortable sharing potential issues to mitigate business and employee risk
- Ensure that clear expectations are set and everyone is held accountable and reduce voluntary turnover from 15% to 5.9% in two years at HCN
- Trusted advisor to Client Executives on recruitment, leadership development, and training techniques incorporating new Journey to Excellence by Studer Group consulting group
- Developed AHCA-approved Recruitment and Training plans including Ambassador Onboarding Passport Program
- Served as Lead Committee Member of both Leadership Evaluation Management Committees assisting both Chairpersons and Studer Group SMEs to launch new LEM tool and procedures
- Implemented online benefit enrollment and recruitment tools and procedures using ADP

12/07-1/09 *Hyatt Hotels – Hyatt Regency Miami (Business Hotel) & Hotel Victor (Luxury 4-diamond resort)*

Director of Human Resources & Assistant Director of Human Resources

- Promoted after 6 months to Director of HR to hire and onboard new Executive Team and implement Hyatt culture in a boutique property in South Beach improving employee morale
- Championed all employee relations efforts - counseling, policy interpretation, proper investigation techniques, Hyatt talks, management development, exit interviews, improved cafeteria experience, and union avoidance best practices while ensuring all employees are treated fairly
- Developed and coached human resources department personnel to promote an open-door policy, utilize HR metrics, and provide superior, efficient, and professional service to associates and supervisors
- Assessed departmental needs, organizational planning, evaluating departmental structure, job design, manpower forecasting, reducing workforce with layoffs and changes of status
- Responsible for the establishment of consistent performance management practices including performance improvement plans and documentation to ensure accountability
- Chaired Safety Committee and managed all worker's compensation claims and incidents, risk management, increasing safety scores nationwide
- Raised employee engagement levels resulting in increased service scores to the Top 25 Gallup Q12 Employee Satisfaction ranking

3/05-12/07 *Hilton Hotels – Conrad Miami (Luxury 4-diamond hotel)*

Training Manager & Human Resources Manager

- Handled all employment functions including recruiting, hiring, visa filings, benefits, HRIS input, payroll preparation, orientation, coaching managers, disciplining, unemployment claims, FMLA documents, Affirmative Action plans, etc.
- Promoted to Training Manager - facilitated all Hilton and Conrad brand training programs including Harassment-Free Workplace, Continuous Improvement Process, Managing Legally, etc. for hotel and assisted regional corporate trainer
- Primary contact in tracking training requirements and participation are complied with for assigned business units
- Ensuring all quality assurance standards affecting OSHA, Diversity, Conrad Orientation, Manager-on-Duty Program, Conrad Service Culture Standards, and Teambuilding
- Motivated team with employee recognition programs for 250 employees including quarterly newsletter, monthly employee events, community outreach programs, etc.

- Responsible for the establishment of performance management practices and follows through with action plans as needed. Create and/or review all performance management documentation

3/99 – 3/05 *AMC Theatres (Empire 25, Sunset Place, CocoWalk, Kendall Town & Country)*

Human Resources/Operations Manager

- Serve as HR Lead among Management Team of several theatres to employees in the areas of company policies and procedures including employment, separations, compensation, benefits and employee relations
- Advocated employee interests and perspectives by listening and identifying key issues, facilitated communication, and promoted a diverse and inclusive culture by supporting company employee initiatives
- Led all recruiting efforts, processing of new hires, orientation, brand standard and job-related checklists, policy manuals, and management handbooks
- Recruited after one year to open AMC's flagship theater in New York City which became #1 grossing theater in the world and implementing operational decisions resulting in consistently breaking world records in theater revenue grosses.
- Conducted all performance reviews, payroll transmission and reporting, scheduling, forecasting, and weekly business plan at different theatres ranging from 40 to 250 union and non-union associates
- Responsible for daily operations on high-demand shifts including guest relations, facility management, booth operation, security and cash-handling practices, and night audit

2/96 - 1/99 *David Swimmer, P.A. (Construction litigation law firm)*

Legal Secretary

- Drafted legal documents in compliance with Florida Civil Procedure for construction litigation practice while attending Florida International University at night
- Responsible for coordinating all court hearings, client meetings, depositions and pleadings deadlines

EDUCATION

1/08 - **Master of Business Administration** (GPA 3.4), Nova Southeastern University

12/98 - **Bachelor of Business Administration** (GPA 3.1), Florida International University

6/94 – **Associate of Arts – Pre-Law and Business Administration** (GPA 3.5), Miami Dade Community College, Miami, FL

SKILLS

Intermediate Spanish; Proficient in Microsoft Office – Outlook, Word, Excel, PowerPoint, Visio, Project; HRIS – ADP Workforce Now, EasyClocking, Taleo, PeopleSoft, Timesaver, Kronos, Workbrain.

AWARDS, CERTIFICATIONS & RECOGNITION

2019 – Recertification awarded of SHRM-SCP valid until 2022
 2017 – Special recognition of HR department by Anthem HR Integration team lead
 2015 – Awarded Senior Certified Professional (SHRM-SCP) by Society of Human Resource Management
 2014 – HR Lead of Prestige's Florida Medicaid Managed Medical Assistance (MMA) Task Force
 2013 – Re-certified by the Human Resources Certification Institute (HRCI) as SPHR
 2012 – Journey in Excellence Award presented by CEO
 2011 – HCN's 2010-2011 Employee of the Year presented by Chairman of the Board & CEO
 2011 – Awarded 98% score by Agency for Health Care Administration for Prestige HR Dept Audit
 2010 – Invited by CEO to sit on Leadership Evaluation Committees of HCN & Prestige
 2010 – Re-certified by the Human Resources Certification Institute as SPHR
 2010 – Awarded 100% score in HR for Prestige to receive maximum 3-year accreditation by AAAHC
 2008 – Special recognition by General Manager of Hyatt Regency Miami for hotel receiving Top 25 ranking of Gallup Employee Survey of all hotels up from last year's ranking in the bottom 25
 2007 – Nominee of the Manager of the 4th Quarter by the Conrad Miami Executive Committee

PROFESSIONAL MEMBERSHIPS

Active Member of Society for Human Resources Management (SHRM) and Greater Miami Society for Human Resources Management (GMSHRM) since 2005. Past member of American Society of Healthcare Human Resources Association (ASHHRA).

Professional references furnished upon request.