

ZOE ALBA

email: zoe.alba@yahoo.com Mobile: 786-308-5766

Human Resources Professional

Innovative Human Resources professional, with 15+ years blended industry experience in Retail, Cruise Line, Healthcare and Fintech. Leadership experience in employee relations, talent acquisition strategies, identifying the “right fit” solutions, system design, compensation, benefits, employer branding, and one who fosters a positive culture, that supports the organizational objectives. A hands-on powerhouse, who has the ability to scale organizations rapidly and who possess an uncommon depth of understanding management and HR functions, with exceptional communication skills, allowing for effective solutions to complex HR challenges.

- Employee Relations
- Benefit Management
- Organizational Development
- Mergers & Acquisitions
- Diversity & Culture
- Talent Acquisition
- Training/Development
- Workforce Planning
- HR Data Analytics
- Union Labor Relations
- Human Capital Leadership
- Compliance
- Performance Management
- Strategic Planning
- Compensation/Payroll

Employment History

Vice President, Human Resources & Talent Acquisition

ResMac

2016-2018

Top human capital executive reporting to CEO of nationally recognized high growth, FinTech Company with 300+ employees with 13 retail locations, corporate and geographically dispersed virtual workforce.

- Designed and developed the company’s HR strategies, policies and practices across all functional areas.
- Led critical corporate transformation with respect to strategic planning, employee relations, leadership development, best in talent strategy, engagement, and compliance.
- Key advisor to CEO, and Executive team; established relationships to get buy-in on key decisions, strategic direction, and effective management of cross-functional resources and activities.
- Partnered with the Executive Team to design and implement HR strategies that align with company values and business goals; identify top talent, development opportunities and succession plans with an eye to critical skills and future roles.
- Generate and analyze data, use data metrics across the company to drive data driven decisions to develop high performing teams, define trends, improve hiring initiatives, deliver analytical reporting to bridge gaps, and ensure quality assurance of key human resources data sets, reports.
- Increased employee growth by 71% within 8 months. Met all staffing goals while aligning talent to meet operational objectives.
- Developed innovative methods by using technology and social media to enhance the recruitment, screening and hiring of qualified individuals; and continually develop efficient tech based employee onboarding and training programs for onsite and virtual teams.
- Manage vendor relationships, including development and oversight of contracts, implement service requirements, and ensure performance measures are met based on company criteria.

Director of Human Resources, Americas

MCM Worldwide

2014-2016

International manufacturer and major luxury retailer in leather consumer goods, retail, wholesale and e-commerce.

- Successful implementation of human resources for the Americas region. Implemented strategic processes and programs, including but not limited to: performance management, organizational development, talent acquisition, training, benefits and compensation.
- Implemented total compensation programs to exceed ROI, and remain market competitive, attract and retain qualified employees.
- Built 3-year strategic plan with detailed goals around talent acquisition, succession planning, culture and values, communications processes, and technology enhancement.
- Manage labor costs; remained abreast of market data, established pay practices, bonus/incentive programs, proper staff ratios and employee hours.
- Successfully instituted a robust and cost effective employee benefits program.
- Manage employee relations issues, inclusive of coaching for managers and employees, creation and implementation of performance improvement plans, and training.
- Partner with senior management to ensure all company roles and positions were reviewed objectively to ensure each team member’s role brought forth maximum efficiencies.

Global Director of Human Resources

IMAGE Group

2012-2014

Led global people operation efforts for one of the largest cruise industry, retail concessions in the world, responsibilities included, workforce planning, process improvement, and implementation of global systems with emphasis on talent management, compensation, employee relations, demographic diversity, succession planning, organizational development, performance management, policies, and compliance.

- Developed and executed a 3-year Global HR transformation strategy: (1) HR Foundational Excellence, (2) Development and Onboarding, and (3) Talent Management and Succession Planning.

- Built data driven Talent Acquisition and Diversity function, leveraged analytical data, implemented key recruitment and diversity metrics (KPI's).
- Lead MLC compliance team, instituted reporting requirements, revised company policies/procedures, shipboard contracts and met MLC mandates by governing deadline.
- Rebuilt strategies for international talent acquisition and workforce planning functions to include current needs, and future workforce demands, company FTE's increased by 20%, met PPD staffing ratios, reduced staffing costs and successfully filled 98% of all positions while securing a robust international pipeline of candidates.
- Managed new hire onboarding, employee engagement survey and focus group process resulting in a 27% increase in new hire satisfaction with their transition into the company.
- Spearheaded the vendor selection committee involved in formulating RFP's, analyzing bids, & determining final selection based upon costs and quality of service.

Manager, Employee Relations

Norwegian Cruise Line

2010-2012

- Served as the Employee Relations subject matter expert for shipboard hotel operations and landside corporate. Managed all ER and escalated cases, partnered with key leaders, corporate counsel, on employee litigation issues e.g. EEOC claims, discrimination, sexual harassment and claims of wrongful discharge.
- Reduced EEOC claims by 12%, by effectively coaching and training multi-level management teams regarding ADA, FMLA, harassment and discrimination.
- Established employee engagement counsel to strengthen customer service, build employee morale, mentor management and reduce turnover.
- Collaborated with recruitment team to ensure succession planning and hiring methods meet the hiring demands of the shipboard, and corporate.
- Delivered employee disciplinary-adverse actions, performance based actions and grievances. Engage with union representatives to resolve and/or defend unfair labor practice charges, negotiate appeals, manage collective bargaining disputes and serve as an advocate in arbitration.
- Manage union labor related issues onboard 3 vessels based in Hawaii; direct supervisor to HR onboard vessels and served as coach and mentor to fleet management teams

National Director, HR and Operations

Northern Capital Holdings

2006-2010

- Structured the entire HR department from the ground up, for main holding company and 5 subsidiaries.
- Instituted all HR functions, including talent acquisition, performance management, organizational capability and design, compensation, benefits, diversity, employee relations, leadership development and training.
- Design, implement, and administer base pay / salary including incentive and bonus; 401(k), deferred compensation, health, dental, life and disability insurance, and wellness as well as other compensation and benefit programs; ensuring they support the company's compensation philosophy and business objectives.
- Manage recruitment efforts and establish talent acquisition strategies. Establish requisition process, job posting process, employee referral program. Establish internal applicant tracking process with metrics as to recruitment sources.
- Introduced employee recognition programs including Our Values in Action and Fun@Work to support the culture of teamwork and employee recognition throughout all locations of the organization.

HR & Benefits, Manager

LVMH - Starboard Cruise Services

2004-2006

- Implemented, negotiated and managed all (onboard/corporate) benefit programs such as Medical, Dental, 401K, Life, tuition reimbursement, FMLA, EAP, Workers Compensation, and disability plans.
- Responsible for the design, implementation, and ongoing evaluation of the organization's compensation and benefits programs, including base pay, incentive pay, health and welfare benefits, 401K, Profit Sharing, compliance reporting, OSHA, 5500's.
- Partner with corporate counsel on employee litigation, union grievances, Workers Compensation and injury claims.

Education

Florida International University, Bachelors of Business Administration
 Florida International University, Certified Human Resources Management
 Det Norske Veritas (DNV), Maritime Labor Convention Certified 2013
 Certified in Predictive Index (Professional Assessment)

Skills

PEO, PowerBI, Excel, PowerPoint, Adonis, Visio, SharePoint, Salesforce, Workday, ADP Workforce, Ceridian, Jobvite, MAPS, PeopleSoft, Taleo, HRIS Implementation and transition. Fluent Spanish.