

# Heidy Cairo

June 1, 2019

Re: **HR Director**

My name is Heidy Cairo, and I'd like to express my sincerest interest in the **HR Director** role. With the use of this cover letter and resume, I'd like to provide you with some insight into my background and my prior work experience.

While working at Bozzuto, I've supported the business initiative of encouraging autonomy and self-sufficiency through the implementation of workflows and projects that authorize leaders the access to manage their employee data. I have collaborated with other department heads to incorporate Self-Service and informative community pages. These projects have enhanced leader's confidence in owning and managing their data as well as making staffing decisions based on the analysis of metrics available to them.

Projects I am proud of initiating include implementing cost savings solutions such as unemployment claim service and employment/income verifications. Since implementing ADP Unemployment services and The Work Number, the number of hours spent on the administration of these tasks have decreased by 10 hours a week, significantly decreased our unemployment benefits rate for several states, removed of over \$428,744 in total liability, over \$21,430 in erroneous benefits credited back to our unemployment accounts, avoided \$407,314 in potential charges as a result of favorable cases, and have improved the employee experience as associates now have easy access to verify employment/income details 24/7. Other deliverables include influencing on other people initiatives such as succession planning, performance management, and improving employee relations.

My passion for Diversity and Inclusion has flourished through partnering with Executives on researching, data collecting, and analyzing metrics in addition to submitting applications (and winning designations of) awards which include employer of choice through Top Places to Work and Military Friendly. I also support several affinity groups throughout the organization.

Co-founding the Hispanic and Latino employee resource group VIDA is my most rewarding accomplishment at Bozzuto to date. VIDA promotes awareness and understanding of the Hispanic and Latino culture for the purpose of innovation and community stewardship through networking, community service, and education.

I consider myself to be a life learner that enjoys identifying solutions using innovative ideas while interacting and building partnerships with other teams.

Outside of work, I am constantly looking for opportunities to develop my skills, checking off another city or country from my bucket list or volunteering at an organization that is close to my heart.

If you are seeking to augment your organization with a naturally curious, sharp, highly motivated team player in multiple disciplines in HR please consider my candidacy for this role. I welcome the chance to learn about your department's expectations and goals to better understand how I can contribute.

Thank you in advance for your consideration, I look forward to learning more about your dynamic environment, the opportunities available, and discussing the work of your company in detail.

All my best,  
Heidy Cairo

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Bilingual professional with over nine years of experience identifying challenges and brainstorming strategic HR solutions using innovative ideas while interacting and building partnerships with other teams.

## **EDUCATION**

**Master of Science, Human Resource Management**  
Florida International University

**Bachelor of Science, Psychology**  
Florida International University

**PHR Certification**, June 2016

**SHRM-CP Certification**, June 2016

## **WORK EXPERIENCE**

**SR. HR Generalist, The Bozzuto Group**

**June 2015 – Present**

- Lead and drive HR support of over 2,600 associates across 250+ sites in over 12 States
- Develop cross-functional HR team by mentoring, motivating, and training team members
- Execute employee engagement and retention efforts through pulse surveys, employee engagement events, diversity and inclusion initiatives and promotion of employee resource groups
- Analyze data, trends, interpret operational needs and develop solutions based on D&I metrics: retention, promotions, turnover, diversity hiring and attrition statistics
- Run and analyzes salary reports to provide guidance to business line managers and leadership
- Partner with colleagues, in assessing, recommending, implementing, and leading department and company-wide strategic initiatives and projects that support and drive the overall business strategy and D&I initiatives
- Build and effectively manage relationships with all levels of the company from Interns to Executives to include project teams, functional departments and vendors
- Administer and interpret procedures; provide advice and counsel to managers and supervisors based on personnel practices, policy, and ensure compliance with laws and regulations
- Monitor proper classification and reclassification of positions according to state and federal criteria
- Lead and manage HRIS and onboarding testing during system upgrades
- Execute the on boarding process including the collection and storage of preemployment documents
- Create, maintain, and update the Employee Resource Groups community pages
- Actively participate in industry, client, and community relations to enhance company image
- Manage and maintain HR required postings
- Audit employee records

### **Accomplishments:**

- Automate transactional work by implementing cost saving HR technology such as: The Work Number, ADP Smart Compliance Unemployment, HRIS Self-service
- Translate HR documents, new hire, engagement, and offboarding surveys from English to Spanish to accommodate growing number of Latin and Hispanic employees
- Save \$19,000.00 a year by analyzing invoices and negotiating with vendors
- Streamline and enhance department communications with updated department newsletter
- Co-found Hispanic and Latino ERG, VIDA. Promote awareness and understanding of Hispanic and Latino culture through education, networking, and community engagement
- Support and inspire women by arranging key note speakers that promote professional and personal growth as a Committee Chair in the Women's group, W@B
- Fostering a unified workforce by organizing informative events as Coordinator for Bozzuto Experience, ERG

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## HR Generalist, CORT

March 2014 – June 2015

- HR support for 23 districts with over 600 employees
- Address FMLA, short term disability, workers compensation, time off requests, and program wellness events
- Assist managers in investigations and provide guidance on disciplinary actions
- Manage annual performance review process and performance management including navigating performance management software system, advising and coaching for all annual reviews, counseling managers on goal setting and departmental strategic planning
- Partner with department leaders to get a clear view of their strategic objectives and hiring needs; coordinate recruitment, selection, and onboarding process for retail, warehouse and sales positions
- Coach managers on effective employee management, employee retention, employee recognition and development techniques
- Train leaders and employees on Company policies/values, Union contract and HR programs (total rewards)
- Execute effort to support work/life programs including wellness events and health fairs
- Collaborate with legal counsel on all visa sponsorships
- Verify data entry and maintenance of employee records in HRIS
- Coordinate and audit employees Driver Qualification files to ensure compliance with state regulations.

### Accomplishments:

- Improve recruiting timeline by hosting multiple job fairs that resulted in larger candidate pools
- Assemble and deliver trainings on a variety of HR functional areas including new leader assimilation training

## Human Resources, Lilly & Associates International

February 2013 – January 2014

- Mentor staff of five direct reports in foreign branches including China, Venezuela, Guatemala, Panama, and Columbia
- Promote an inclusive workplace via strategic recruiting efforts
- Spearhead the screening, onboarding and processing of new hires in HQ
- Advise managers and senior leadership on employment matters
- Administer all company benefit programs to include medical, dental, vision, 401k, worker's compensation, cobra, time off, leave of absences, rewards and recognition and unemployment compensation
- Conduct employee investigations, conflict resolution and performance improvements plans
- Supervise bi-monthly payroll management
- Enhanced exit interview process to identify reasons for associate separations
- Work with department heads to identify top performers and develop formal succession planning and implement employee development training programs
- Represent the organization at educational workshops, trade shows, and job fairs

### Accomplishments:

- Implement ATS which resulted in improved candidate experience and reduced time to hire
- Develop employee recognition program to celebrate the company's anniversary that resulted in higher employee morale, engagement, improved employment branding, and overall increase in productivity
- Revitalize corporate social responsibility program and gained higher levels of employee participation. This helped to further develop the employer brand and attract quality talent to the company
- Implement company calendar to streamline process for conducting employee reviews and training. Thus, reducing time of completion and lowered employee relation issues
- Supervise long-term project to audit HR operations in LATAM & Asia offices, and developed solutions for creating a more cohesive, corporate HR structure

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## Operations Manager, ADAAG Consulting Services

May 2011 – February 2013

- Manage all private and government projects relating to ADA code compliance, building inspections, floor plan inspections, construction document drafting, and design development (clients included: Louisiana Department of Transportation, Pensacola City, Trident/Tenant Hospitals, McDonalds, and Carnival Cruise Line)
- Create, update, submit all RFPs and claim resolution and approve invoices for payment
- Operate all aspects of company's hiring due diligence practices including pre-employment substance abuse testing and background checking
- Promote diversity and inclusion in sourcing and recruiting process
- Update new employee orientation process. Ensure all necessary new hire paperwork completed by deadline and follow up with supervisors to ensure the new employee is engaged
- Supervise benefits administration in coordination with benefit broker and communicate benefits information to employees
- Monitor annual open enrollment activities, monthly billing and employee administration of all programs
- Evaluate organization policies, procedures and practices and make improvement recommendations to CAO and CEO
- Host events focused on employee recognition and dedication

### Accomplishments:

- Conduct needs assessment and prepare presentations to CEO, which resulted in the transformation of HR as an administrative role to a Business Partner
- Introduced telework option by partnering with IT Manager to strengthen infrastructure which improved employee retention

## Assistant Manager, GameStop

June 2008 – July 2010

- Direct retail employee training (customer service, product knowledge, selling skills) and development
- Conduct marketing and inventory for assigned stores as well as oversee customer service
- Identify staff vacancies, promote diversity within recruitment process, interview, and assist in the selection of applicants
- Conduct new employee orientation
- Maintain up-to-date employee information in HRIS system and submit time and attendance information for payroll processing
- Responsible for fair and consistent investigation and resolution of employee relation issues (disciplinary procedures, termination of staff, and employee concerns etc.)
- Perform difficult staffing duties, including dealing with understaffing and refereeing disputes

### Accomplishments:

- Awarded Best Assistant Manager
- Work closely with management and employees to improve work relationships, build morale and increase productivity and retention
- Introduce behavioral interviewing and group interviewing techniques to managers which reduced new hire turn over