# Human Resources & Benefits Business Partner

My goal is to partner with an organization and deliver the most effective resources to its people through strategic and insightful leadership. As a consultant and an employee for various organizations throughout the country, I align resources and programs that bolster employee’s loyalty, performance, and engagement.

Trust and integrity powered by compassion and initiative really do bring the best out of individuals and teams.

EDUCATION

**Master of Arts, Industrial/Organizational Psychology 2016**

*The Chicago School of Professional Psychology*

Thesis subject: The positive impact an organization can experience when Employee Onboarding is richly tailored to the culture and purpose of the firm, its people and processes.

Immersion Experience in Bali, Indonesia focused on: 1) The impact of trauma following 2002 bombings and how the experience relayed throughout communities and businesses over time, 2) On-site research of how globalization skewed Balinese culture and environment, & 3) Work-study and research in exiled communities.

**Bachelor of Arts, Business Administration, Human Resource Management focus 2014**

*Capella University*

certification/licensure

**SPHR**- Senior Professional in Human Resources **2018-Present**

**PHR**- Professional in Human Resources **2007-2018**

**Life, Health & Variable Annuity License** (State of Florida) **2004-Present**

Direct-hire experience

**HR & CAREER SERVICES BUSINESS PARTNER Cyber Security Education Co. | Miami, FL.| MAY 2018- AUG 2019**

Startup project to establish HR protocols and processes for fast-growing, multi-state, international firm.

* Established an HR and recruiting team with good business practices, high productivity and exceptional standards
* Filled critical roles with wonderful professionals that deliver and contribute to an exciting and progressive culture
* Provided support in several operational areas to help expedite and streamline business processes and workflow
* Sourced, vetted and implemented a cutting-edge ATS to help facilitate internal and external placements
* Served as an organizational SME to various department levels for myriad of topics and issues, including international stakeholders
* Successfully onboarded 30 employees onto PEO platform in less than 24 hours with benefits and a perfect payroll
* Implemented a full benefit suite with multiple plans to meet our diverse team’s needs
* Created and delivered effective and innovative methods for career services curriculum
* Served as a lead instructor on campus and educated students on all things relating to job searching and interviews and advancement
* Provide counseling, guidance and developmental techniques to move people forward with deliberate and effective action

**HR DIRECTOR/ BENEFITS MANAGER Quantitative Hedge Fund | Miami, FL.| JAN 2018- JAN 2019**

Established HR as a unique and effective department where employees were developed, coached and incentivized to perform at their highest potential, and the organization’s cultural and professional performance was maximized.

• Created strategic HR programs that align organizational values with policies and people

* Implemented new handbook, procedures and policies to communicate the values and expectations of the firm

• Upgraded benefit offerings to richer plans and added wellness initiatives, cost savings and education

• Manage all talent acquisition to include sourcing, posting, screening, onboarding and retention

• Developed unique onboarding protocol to provide realistic job previews and role-to-organization awareness

• Created and launched a Coaching program to facilitate strategic, internal alliances across peer groups and departments, resulting in higher quality relationships and accountability

• Qualify/quantify HR metrics, performance tools, and other KPI-driven directives

• Serve as a critical soundboard to all staff when they want to think out a project, or to provide guidance

• Coach managers on handling sensitive situations, including when to back off, back out or apply more pressure

• Successfully changed health carriers that reduced cost while providing richer employee benefits

• Direct all HR functions including vendor selection, due diligence protocols and contract negotiations

• Implemented HRIS and an ATS with digital onboarding and cloud security

• Developed new handbook, employer/employee agreements and all HR policies

• Handling of payroll, benefits, file digitalization, pre-screening, H1B’s and other daily functions

• Created Manager Feedback sessions to encourage deeper connection between leaders and direct reports

• Handle and/or advise management on appropriate resolution of employee relations issues

• Prepare employee separation notices and related documentation, and conduct exit interviews

**HR Generalist & Talent Acquisition The Barbri Group | Miami, FL. | April 2014- Nov 2015**

Established an on-site human resource program for a newly purchased startup company. Initial focus was to learn the organization at every level then develop solutions to increase communication, productivity and efficiency. Conducted in-depth personnel assessments and skill set evaluations to improve effective placement of employees while job descriptions and performance expectations were aligned with organizational goals and objectives.

* Compensation & benefits, on and offboarding, handbook and company policy generation, communications, culture champion, employee relations, team-building exercises, etc.
* Job analyses for all positions and salary/market surveys for accurate benchmarking and commission structures
* Developed, implemented and managed a recruiting and talent development program
* Created and implemented an employee onboarding and mentorship program
* Developed an ongoing training and professional coaching program
* Implemented performance management tool with line manager training
* Delivered high quality, experienced candidates to niche financial crime and legal industries
* Managed a job board, requisitions and online application process
* Negotiated contracts and retainers with clients
* Adapted an existing CRM to serve as a candidate sourcing and tracking tool

**Corporate HR Manager Kent Security | Miami, FL | Aug 2012- Jun 2013**

Oversaw the HR programs & services for a multi-site, multi-state organization. Guided and supported a team of 5 HR administrators. Revised and implemented HR reporting, records and issue resolution methods throughout. Initial focus was improvement of high-volume recruiting team, employee performance and morale.

**Financial Services Representative MetLife | Ft. Lauderdale, FL | May 2010- Jun 2013**

Registered Broker (Series 6) for financial products in Florida markets. Implemented multi-level benefit & retirement programs for companies and individuals. Structured products and investments per client suitability and goals.

**Recruiter/HR Advisor Voyage Staffing | Lake Mary, FL | Jun 2008- nov 2008**

Advised company on various HR areas such as benefits, payroll, procedures and culture. Recruited for multi-state medical professionals on short-term assignments. Negotiated pay rates, per diem and contract terms with hospitals and assisted living facilities throughout the country. Internally, supported the firm in its growth by assessing risks and how HR protocols positively influenced

**client relations manager Oasis Outsourcing | Orlando| oct 2001- jun 2008**

Delivered tailored human resources, payroll, benefits, workers’ compensation, and other professional services to more than 400 companies nationwide. Primary purpose was to implement programs and services that aligned best with client needs:

* Full HR and Operation implementation and onboarding for industry-diverse, multi-level client organizations.
* Managed all HR services to include HRIS learning and reporting, workforce planning, training & development, workplace safety, employee relations, documentation and retention.
* Conduct HR audits to include FLSA, compensation and incentive plans, classification, etc.
* Point of contact for Benefit offerings including plan selection, implementation/open enrollments, utilization, etc.
* Increased client market retention from 76% to 97%, earned 2 service awards and recognized for substantial contribution in bolstering the profitability and reputation of company in the market territory, particularly in benefits

CONSULTANT- CONTRACT EXPERIENCE

**hr consultant  Medical Service Provider | aug 2017-oct 2017**

* Comprehensive I-9 audit including digitalization and migration between multiple systems
* Support open enrollment process by assisting national employee base with benefit elections via phone and through CRM

**Talent Management Consultant Spirits Marketing Firm | Mar 2017 - May 2017**

* Full-cycle recruiting where positions were filled quickly with the highest quality candidates
* Utilized TALEO, LinkedIn Recruiter, Career Builder, Monster, Indeed and various industry-specific sourcing
* In-depth, structured, patterned and behavioral interviewing that led to higher retention and ROI
* Liaised and negotiate employment offers, background screening, verification and assessments
* Exceptional onboarding process with team buy-in and mutually sustainable ROI
* Initiated fully trackable ATS reporting with continuous updates to hiring managers and executive team
* Developed, planned and launched talent acquisition strategy for large, diverse national firms including virtual job fairs, college recruiting and strategic partnerships/affiliations
* Created pipeline of strong candidates that are preserved, respected and approachable for future roles

## **hr consultant Construction Company | oct 2016-feb 2017**

* In-depth assessment of organizational challenges and opportunities.
* Worked with leaders to develop action plans to improve recruitment, retention and productivity levels throughout Miami-based construction company
* Provided guidance to leaders on employee grievances, compliant measures and process for becoming federal contractor

**HR Business Partner Pernod Ricard Travel Retail | Oct 2015-Jan 2016**

Filled a 3-month leave of HR Business Partner. Focused primarily on Recruiting for open positions in the Marketing, Sales and Supply Chain units as well as performance improvement plans, 30/60/90-day reviews, survey analyses, and audit.

* Utilized LinkedIn Recruiter and TALEO to fill multiple positions; domestic, international, and high-ranking
* Consulted on varying projects and provided guidance to both employees and managers as needed
* Completed an I-9 audit resulting in current and compliant personnel records and applicant tracking

**HR Task Manager HEI Hotels/Marriott | Sep 2013- Nov 2013**

Reconstructed human resources program for a busy Detroit hotel.

* Developed, implemented and administered policies and programs
* Provided assistance, guidance and counseling to the GM & management team
* Recruited for and filled all open positions using internal recruiting tools and TALEO
* Conducted personnel file audits and due diligence for matters of compliance, injuries, drug screening, etc.
* Collaborated with legal firm in response to ICE audit- resulted in 95% fine reduction
* Confidential handling of all Investigations, grievances & separations

MEMBERSHIPS

**SHRM**-Society of Human Resource Management

Personal interests

Interior Design & Remodeling

Public Speaking & Mentorships

Culinary Arts & Entertaining

Certified Spin™ Instructor