**ELIZABETH RUIZ, MS, SPHR, SHRM-SCP**

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Versatile Human Resources and Talent Management Leader, with over 15 years of hands-on experience in diverse industries. Proactive change agent who spends time in the employee environment encouraging learning and promoting the increased engagement that results in value-added customer service. Strategic professional proven to drive a collaborative and focused approach to developing and retaining an organization’s most important resource—its people.

**CORE SKILLS**

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| --- | --- | --- | --- |
| * HR Strategy and Planning | * Talent assessment and selection | * Employee relations and investigations | * Leadership development |
| * Change management | * Joint Commission Audit process | * Training design and facilitation | * Retention Analysis |

**PROFESSIONAL EXPERIENCE**

**Sodexo Healthcare Division 8/2018 – current**

**Human Resources Manager. II**

* Designed and implemented real time tools for tracking of HR metrics with talent acquisition for frontline hiring and retention
* Accountable for all Frontline talent acquisition across three metro hospitals: Summerlin Medical Center, Desert Springs and Centennial Hills Medical center.
* Optimized onboarding process and implemented retention tactics with all non-exempt hiring
* Rapidly promoted to take on entire Las Vegas market for Sodexo within 3 months.
* Developed partnerships with Universities, veteran's organizations to diversify recruitment channels and align with talent acquisition strategy.

**Miami Children’s Health System 8/2016 – 12/2017**

**Standard Work/Compliance Consultant**

* Designed and executed a system wide project to create/revise all job descriptions within the system of 3500 employees to reflect current work processes and essential duties to meet compliance standards of the DNV.
* Collaborated with leadership to create work plan across all clinical areas to accomplish goals and meet deadlines.
* Developed project format and key metrics for communication to the leadership team.
* Created standard scripting for employee based job description workshops, utilized the PI/PRO to access fit within areas. Examined areas to optimization resources /department structure.

**ELink Recruiting Solutions 1/2016 – 7/2016**

**Executive Recruiter/Training Consultant**

* Designed and executed a multifaceted sourcing strategy for multi-national global organizations, conducted training on peer and panel interview process.
* Primarily focused on all operational leadership to include RGM, Regional and Director level roles.
* Placed 80% of candidates within specified timeframe and maintained retention rates specified in the statement of work.

**Baptist Health South Florida (BHSF), Miami, FL             10/2005 – 1/2016**

**Human Resources Site / Sr HR Site Consultant**

Identified by Director to lead the initiative to develop programs to improve operational efficiency, consistency, and compliance in support of the hospital’s financial goals and retention goals. Spearheaded the retention efforts to retain RNs and professionals. Translated retention efforts into bottom line cost savings of 10% first year.

* Human Resources BHM lead for PeopleSoft implementation for Enterprise Learning Management Modules.
* Designed and implemented employee engagement strategies that resulted in better departmental performance and greater patient satisfaction across the business units. Overall moved from mean of 82% engagement to higher level with leader effectiveness at 99th percentile.
* Established and monitor key metrics to prioritize human capital interventions for training and Leadership development courses. Worked to identify trouble spots with CNO, COO and VP OPS to devise strategies to address deficiencies within divisions.
* Optimized unemployment compensation process resulting in improved win rate increase from 65% to 76% in one year.
* Strategic partner with client teams to provide HR expertise in employee relations, policy interpretation, employee engagement and training,
* Certified trainer for competency- based Evidence Based Interviewing Training Program required for all of Leadership. Developed retention workshop for Managers to lower turnover.

**Human Resources HR Site, Field (BHSF)**

Owned the execution of performance management, policy compliance, implementation, and special projects focused on collaboration and consistency throughout the organization.

* Using my extensive knowledge with HRIS, selected as SME for Peoplesoft implementation of HR modules. Worked together to re-engineer the business processes that aligned with the service center concept.
* Responsible for investigating and bringing to solution high exposure and high risk employee relations issues.
* Provided support and direction to corporate team in the vendor selection process for implementing People Answers. Developed Request for Proposal and selected top vendor. Worked together with People Answers to implement the results profile successfully.
* Collaborated with leaders to develop action plans based around results from the annual engagement survey.
* Identified trends in employee relations issues and supported the Director HR and corporate/hospital Human Resources teams in developing action plans to decrease complaints and liability.

**Human Resources Consultant, Baptist Hospital (BHSF)**

Provided direct human resource support for leaders and their teams for 15 functional areas across the hospital.

* Conducted employee relations investigations, prepared and submitted recommendations to leaders and general counsel.
* Guided and advised leaders on developing strategic plans on organizational and staffing issues.
* Developed and facilitated leadership training seminars for managers and supervisors on harassment, violence in the workplace, union avoidance, and coaching and recruitment

**AIMC0                        12/2004 – 9/2005**

**Training Manager, Regional Operation Center, Miami Beach, Fl**Rolled out comprehensive Sales Certification process for 140 employees with the South FL Roc - implemented sales curriculum.

* Created and implemented highly successful boot camp concept for sales training and implemented behavior based interviewing format for all leadership in the South Florida Roc resulting in 30% increased retention of sales associates.
* Conducted ongoing needs analysis with managers resulting in the development of property based orientation and Sales Boot camp program.

**Burger King Corporation                       1/2000 – 1/2005**

**Human Resources Manager, Corporate Offices, Miami, Fl**

Served as primary HR Business Partner to the system-wide operations. Selected as project manager to manage implementation of HR Service center for over 150,000 employees to support them with all of their HR transactional needs.

* Designed and launched business-wide franchisee portal for over 18,000 system users. Prepared and delivered training for all franchisees on the Data connect portal resulting in a decrease in specific metrics with Speed of Service (SOS) and turnover system-wide.
* Managed, designed, and launched the BrassRing e-recruitment platform which resulted in increased compliance around hiring. Implementation of the web-based system resulted in annual cost savings of $350,000 for corporate and field based hiring. Developed an RFP to assess top e-recruitment systems. Spearheaded the process redesign for a centralized staffing function.
* Selected as a part of core training team for Management development training at system-wide Restaurant Management Operations conferences nation-wide.

**Assurant Group                       9/1998 – 5/1999**

**Senior HR Recruiter**

* Conducted national and international searches for candidate selection. Established non-traditional recruitment sources.

**The Miami Herald                       2/1994 – 8/1998**

**Human Resources Consultant**

* Designed a recruitment strategy launching new initiatives in the regional call center, improving staffing levels by 12%, service levels by 14% and reducing employee relations complaints by 18%.
* Developed a behavioral based hiring course for front-line managers which improved hiring practices across the IT, Circulation and Advertising Divisions.
* Educated internal clients on broad-banding compensation strategies, which resulted in, better retention of top employees.
* Developed training materials for regional call center.
* Counseled managers on company policies, procedures, EEOC guidelines and conflict resolution techniques.

**EDUCATION/ PROFESSIONAL DEVELOPMENT**

**MS in Human Resources Development** – **Barry University, Miami, FL**

**BS in Economics, BS in Psychology – Carnegie-Mellon University, Pittsburgh, PA**

**Certified Trainer - Advanced Consulting Skills - Block & Association**

**SPHR Certification – SHRM-SCP Certification**