**Amber Khaaliq, PHR**

Miami Beach, FL 33141; Email: amberkhaaliq@hotmail.com; TEL: (404)936-0025

A results driven leader with 20 years of progressive HR experience in domestic and international operations. Proven ability to work with Senior Management to develop and implement HR /OE strategies, employee development and engagement programs. Demonstrated experience in developing, implementing and managing global workforce as well as retention & restructuring strategies. Excellent ability to manage full cycle talent acquisition and onboarding plans to align with business needs. Possesses exceptional interpersonal, influencing and communication skills and can effectively build relationships at every level of the organization.

**PROFESSIONAL EXPERIENCE**

**Human Resources Leader IFS, Corp & Tech Ops** April 2014 – Present

Delta Air Lines Inc., Atlanta, GA

* Serves as the strategic business partner and employee advocate for merit and scale client group.
* Responsible for ensuring the effective and consistent delivery of human resources services including: coaching/counseling employees and management, sourcing and selection, performance management programs, organizational effectiveness, compensation and providing HR leadership.
* Responsible for anticipating and meeting client needs, executing service delivery systems, creating integrated solutions to business problems or issues, acting as an employee and company advocate that can balance decision making appropriately.
* Responsible for developing relationships with individuals, employee groups and leaders of the business to communicate company policies/programs/procedures while providing leadership around organizational change, process consultation and organizational development.
* Responsible for imparting HR expertise to management personnel and influencing clients based on company policy focuses on positive employee relations and applicable laws.
* Serves as project lead/representative for corporate projects, managing timelines, and working with cross-divisional teams and develops both strategic and tactical plans that create a safety conscious environment resulting in employee safety and well-being.

**Director, Human Resources**  July 2009 – October 2014

Fiserv, Inc., Atlanta, GA

* Served as point of contact for employees and leaders for answers to moderate to complex questions regarding HR policies and procedures in California to ensure compliance with all federal, state and local employment laws and statues such as PDL, Kin Care, Final Pay, FMLA, CFRA, PFL and SDI, FSPA, Leave for Victims of Domestic Violence and Sexual Assault.
* Responsible for driving the execution of HR initiatives for international and domestic operations such as recruiting, compensation, benefits, employee relations, immigration and training.
* Served on HRD leadership committee to ensure the HR business deliverables are consistent amongst other Fiserv Business Units.
* Partnered with Sr. Leaders to drive the Change Management process during BU integrations and Corporate Rebranding (Checkfree Corp. to Fiserv, Inc.).
* Supported the achievement of LRP goals (Long Range Plans) to achieve fiscal and operational results through headcount management, job architecture and off-shoring initiatives.
* Led full cycle Talent Review process and provided guidance for succession and organization development plans to create a talent pipeline and drive employee effectiveness.
* Partnered with Fiserv leadership on integration of onshore and offshore resources as a result of consolidation and mid-scale acquisitions which included planning, communication, training and incorporating all staff into the organization’s compensation framework.
* Led all ETG employee relations and ERR cases by reviewing, directing and executing on strategies to resolve issues or mitigate risk to the organization by engaging the appropriate levels of management in order to investigate and resolve ER issues in a fair and consistent manner.
* Responsible for developing a team of 5 HR direct reports and ensuring HR operational goals & metrics were met in each team member’s area of responsibility.

**Regional Human Resources Manager** February 2008 – June 2009

First Data Corporation, Atlanta, GA

* Served as HR Business Partner to regional Senior Level Leaders in Operations, Sales, Finance, Legal and IT.
* Led the Southeast region in the areas of talent acquisition, employee relations, annual and mid-year compensation planning, sales team compensation & benefits administration, expatriate administration, leadership development, HRIS administration, talent & succession planning cycles, employee engagement survey report out and action planning and HR compliance.
* Responsible for partnering with leaders to build talent pipeline and workforce planning in addition to leading recruitment & selection process.
* Conducted site wage and hour audits and partnered with legal department to develop wage and hour training to ensure compliance across sites and reduce risks.
* Responsible for providing direction and development to my direct reports (1 HRG, 1 FTE recruiter and contract recruiting team)

**Corporate Human Resources Manager**  March 2006 – February 2008

Acuity Brands (sold as part of an acquisition), Atlanta, GA

* Served has HR Business Partner for California and Georgia Sales, Manufacturing and Call Center operations. Responsibilities included identifying and prioritizing HR solutions to contribute to the achievement of specific business objectives in Georgia and Corona, CA. with a focus on compliance with CA State benefits & employment laws as well as managing labor relations for unionized workforce.
* Responsible for ensuring cross-divisional KPI’s were met and partnered with leaders to review metrics and modifications as needed.
* Led all aspects of employee relations within my division, in partnership with legal and union representation as needed.
* Managed corporate compliance program which included affirmative action plans and prepared for OFCCP audits and EEOC hearings.
* Facilitated training on HR policies and programs such as performance management, leave of absence, leadership development programs, and union avoidance / PER, and dual management training for unionized & non-unionized workforce.
* Responsible for managing 2 direct reports (CA HR generalist and recruiter) to ensure deliverables, alignment and consistency between west coast operations and SE Region operations.

**Human Resources Professional** June 2005 – March 2006

Comcast Cable, Stone Mountain, GA

* Provided Human Resource support to Comcast Tech Center salaried management and hourly associates.
* Administered compensation programs and assisted in job analysis, job evaluation, and performance management to ensure compliance with divisional guidelines.
* Managed HR functions such LOA (FMLA, Personal, and Workers Comp) processes, including advising supervisors and managers on application of policy, counseling employees, and ensuring compliance with company certification process and timelines., including advising supervisors and managers on application of policy, employee development, counseling and corrective action and provided assistance with internal and external investigations related to employee issues.
* Maintained a current awareness and knowledge of compliance requirements and ensures compliance with all FCC, EEO and other government legal and corporate requirements.
* Focused on employment related diversity programs and provided support to corporate and divisional initiatives such as open enrollment, annual compensation planning, talent and succession planning exercises. Maintained safety records (OSHA) and performed MVR and DOT audits.

**Corporate Affairs / Human Resource Manager**  December 2002 – March 2005

LaRoche Industries, Inc., (acquired by Airgas, Inc. in 2005) .Atlanta, GA

* Responsible for partnering with legal to manage labor relations including contract negotiations and workforce planning to ensure compliance with labor contracts for unionized workforce.
* Responsible for administration of hourly payroll, salary compensation plans, health & welfare plans for domestic, international and union employees.
* Responsible for implementation and management of all HR functions including employee relations , recruiting, compensation, benefits, visa/ green card processing, health and safety programs for all non-union employees.
* Developed record management systems for preparing and processing all employee and payroll records.
* Administered and assured the adherence to government employment laws such HIPPA, ERISA, ADA, and FLSA by conducting ongoing training for front line management and issued internal compliance checks. Investigated accidents and prepared reports for OSHA log, insurance carrier, DOT and company.
* Negotiated terms and conditions of employment, retirement, and transfers with the various union and non-union employee groups in addition for being the first point of contact for all areas of labor relations.
* Responsible for performing OFCCP audits and audits on benefit plans, compensation programs, employment policies and payroll processes each quarter; liaison with Internal Sarbanes Oxley Auditing Team.
* Investigated claims of company practice & policy violations from unionized workforce and partnered with General Counsel and shop steward to insure proper handling and resolution of all investigations and grievances.
* Responsible for partnering with leadership for departmental forecasting headcount / staffing projection in relation to current operational needs, quarterly and year-end budgets and churn.   
    
  **In-flight SAFA/ HR Operations Professional** April 1998 – December 2003  
  United Airlines- Chicago, Il

**EDUCATION**   
Bachelor of Science, Business Administration, University of North Carolina at Charlotte  
Human Resource Management Certification, Kennesaw State University   
Professional in Human Resources, HRCI