**SR. HUMAN RESOURCES PROFESSIONAL**

More than thirty years of consulting and corporate HR leadership experience. Proven ability in building relationships within multiple business units, external clients, and working as a strategic business partner with management and executives to set and meet business goals and objectives. A trusted advisor and change agent with a focus on bottom line success solutions, always with an emphasis on providing solution design and delivery in an integrated and efficient manner. Possesses experience with remote, national and international work forces. Has worked successfully with startup, mature and rapid growth organizations as well as companies of all size. Experienced in leadership and the strategic design of HR roles and teams has led to improved service delivery and the building of HR infrastructure.

**Employee Relations**

-     Regional Director to employee bases as large as 4000 and as small as 35, multiple locations – domestically (including CA) as well as international; management of up to 7 support staff as well as autonomous HR leadership roles. International experience (UK).

-     Consulted and made employee relations recommendations/decisions with management and executive staff which supported the business needs of the organization.

-     Coordinated functions of Payroll, Benefits, HRIS, and Administrative personnel.

-     Reviewed and made determinations on multi-state employment law issues

-      Developed, facilitated and analyzed effectiveness of HR Care Call program aimed at improving employee job satisfaction and reduced turnover by 48%.

-      Event planning: Open House, 10th Anniversary Celebration; annual and semi-annual company-wide meetings; Employee Appreciation Week; chaired Employee Activity Committee with monthly events; company-wide global charity 5k run & other company philanthropy  events, holiday parties, company picnics, talent show

**Organizational Development**

-      Partnered with departments and management to access personnel needs and develop strategic plan for growth and development.

-      Developed and/or executed ADA compliant job descriptions consistent with the mission, value and values of the company

-     Created policies and procedures to ensure equitable and non-discriminatory work environment

-     Created and implemented performance appraisals to provide effective communication necessary to align employees with the company goals and objectives

-     Developed and independently initiated new mentorship program to increase job satisfaction and skill sets junior staff members, resulting in the matching of 12 mentor-mentee pairs.

-     Developed, facilitated and analyzed effectiveness of employee and management training programs including Effective Employee Counseling, Performance Appraisals, Interviewing & Selection Skills, Substance Abuse Awareness, Workplace Violence, Harassment Awareness – in person, webinar and video conference

-     Trained the trainer to develop high impact training skills

-     Held employee and management training classes to coach for effective supervisory and liability management.

- Developed & initiated new hire onboarding program to reduce high turnover of new frontline members, resulting in the reduction in turnover, safety incidents and increased employee satisfaction.

**Compliance – Federal/State/Local/International**

-       Completed full audit of HR/Payroll/Benefit departments; polices, procedures, documents. Project Managed the audit, met milestones. Made & implemented recommendations for corrections; training staff.

-       Investigated, made recommendations and took appropriate actions to protect and/or limit company’s exposure; mediated internal and regulatory grievances through the company’s EEO/Grievance Procedure Policies

-       Represented company in discrimination and wage complaints with international governing bodies such as UK Tribunal as well as US federal and state agencies, including Equal Employment Opportunity (EEOC); National Labor Relations Board (NLRB), Department of Labor (DOL) including Fair Labor Standards Act (FLSA) audits; *Office of Federal Contract Compliance Programs***(***OFCCP***),** OSHA.

-       Lead the company in fact finding conferences and alternative resolutions activities

-       Developed policies and procedures for responding to state unemployment claims and represented the company in responding to claims; statistical analysis; legal reporting

-       Developed policies and procedures to maintain compliance with OSHA, Worker’s Compensation, FCRA, FMLA, COBRA, HIPAA, and other federal/state/local employment laws

-       Converted HR Department to paperless (electronic) 2011, 2016, 2016-17

- Partnered with Safety and Risk Management

**Organizational Restructure**

-       Developed Outplacement Program for companies involved in merger, acquisitions, and downsizing and as a method for reducing SUI rates. Project managed the various projects.

-       Teamed with Management to conduct acquisition due diligence; assimilate company cultures after acquisition.

-       Teamed with Executives to conduct employee meetings announcing restructuring of organization.

-       Teamed with Supervising Managers to announce employment decisions affecting workforce.

-       Counseled individuals through an Outplacement process providing resume development, networking skills, interviewing techniques and career development assessments.

**Talent Management**

-       Full life cycle recruiting. Developed diverse candidate pools creatively using sourcing options for both exempt and non-exempt positions. On/offsite job fairs, media campaigns, social media, community based recruiting. Created and followed project plan in obtaining goals in agreed upon timeframe.

-       Developed recruiting budgets and plans to target and optimize resources while maintaining cost controls.

-      Researched, vetted, and implemented HRIS, including ATS, Onboarding, Performance Management, Time & Attendance, Time Off, Benefits, Expense Reporting, EVerify modules, and Payroll systems to support HR needs - 2007, 2011, 2016. Led upgrade implementation of additional Paycom modules 20128-19

-       Experienced with Paylocity, ClearCompany, HRSmart, InfinityHR, ADP EV5, Paychex, Kronos, PeopleScout, SuccessFactors and more

**Compensation and Benefits**

-       Evaluated and/or developed compensation programs to attract and retain qualified employees; sales and consultants compensation plans; incentive plans for promoting individual and team performance.

-       Conducted wage and salary surveys to determine current market values; created salary bands, job families

-       Analyzed costs and negotiated health benefits with vendors to achieve maximum coverage at competitive costs.

-       Managed benefit programs including but not limited to wellness plans; retirement plans (401k, pension); Section 125, EAP

-       Experienced with ADA, FMLA, HIPAA, COBRA, FSA, ACA, ERISA

-       Payroll and HR Management systems – Paycom, Paylocity, HRSmart, InfinityHR, ADP EV5, Paychex, Kronos, PeopleScout

**PROFESSIONAL HISTORY**

**EdisonLearning** 2017 - present

**HR Business Partner**

HR Business Partner’s role has four equally important facets: strategic partnership, employee advocate, change agent, and administration expert. Responsible for aligning business objectives with employees and management in designated business units. Consultant to management on human resources, benefits, and payroll related issues. Act as an employee champion and change agent, assess and anticipate HR-related needs. Seeks to develop strategic, integrated solution. Formulates partnerships across the leadership team to deliver value-added service to management and employees that reflect the business objectives of the organization. Maintains effective level of business literacy about the business unit’s financial position, its midrange plans, its culture and its competition.

* Direct Reports; Payrol/HRIS Manager and Benefits Manager
* Drove implementation of seven additional PAYCOM modules.
* Recruitment and retention of Top Talent.

**Independent Consulting - Senior HR Professional** 2011 – 2017

* Process Improvement – Dallas area HR/Payroll/Benefit Consulting firm 2015 – 2017
* Dir of HR – Fulfilment Company 2015 – 2017
  + Audit/correction, to ensure compliance, of entire HR function; vetting and implementation of Paylocity (ATS, HR, Performance, Training, Payroll, T&A) which included uploading all data, setting up workflows, templates, trained management and employees on system;
  + Mentoring of two tactical entry level HR assistants.  In addition to daily mentoring, 1 HR Assistant taking SHRM-CP exam on 6/26/16; Other HR Assistant has been attending external classes since February 2016.  Both of these learning activities are company paid.
  + Onboarding and Offboarding documented processes
  + Creation of Dir of HR Manual, HR Assistant Manuel and Supervisor Manual
  + Negotiated better contacts with vendors:  background verification, drug testing, staffing agencies (for temp labor)
  + Restructured and added new benefits ,while reducing costs, for all employees (previously only f/t received benefits); changed benefit brokers
  + Implemented Open position requisition process (prior to implementation of ATS)
  + Training  - drafted/facilitated management and employees, minimum one training per month
  + Implemented Committees, with budgets:  Employee Activity (unprecedented employee participation for EE Appreciation Week as well as Holiday Party), SLP (Safety/Loss Prevention) and Wellness.  Scheduled onsite Job Fair - July 2016
  + Implemented monthly HR reporting
  + HR annual Budget (no departmental budget companywide before I started)
  + Updating to compliant format of all job descriptions and creation of Salary Bands
* Additional projects 2011 - 2013

**Schnitzer Steel / APB division** 2013 – 2015 Laid off

Human Resources Business Partner (regional HR Dir) manufacturing/retail industries

**eMortgage Logic/Mindbrix/Axios** 2011 – 2012 Resigned

Human Resources Director Mortgage Industry/IT Industry/Call Center

**ePartners Incorporated**(acquired by Tribridge) 2006 – 2011 Laid off

Human Resources Director IT Industry/Professional Services

**Grand Homes** 2005 – 2006 Resigned

Director, People Department New Home Construction Industry

**Staffware CorpSoftware**    2000 – 2005 Laid off

Director, Human Resources – America’s Division IT Industry/Professional Services

Additional experience & accomplishments available upon request along with letters of recommendation

**VOLUNTEER WORK** (recent)

Dress for Success Career counseling for economically disadvantaged women (branding, resume writing, interviewing skills, etc.)

Gateway Church Women’s Mentoring Group – 6 month 1:1 mentoring program. Mentored 3 women.

Various opportunities – hospitality (1 yr), Women’s Conference (5 yrs), Special events

Miscellaneous Santa’s workshop, food delivery to homeless (FW), GRACE (Grapevine community group)

**EDUCATION**

SPHR National Certification 11/2004 – 12/2019

PHR National Certification 05/2004 – 11/2004

Delgado College, N.O. LA 1991 – 1992 Business Management Associates Program

**Industry experience**: Manufacturing, Information Technology (IT) / Software, Law Enforcement/Government, Education, Restaurant/Food Service, PEO, Logistics & Freight Forwarding, Supply Chain, Call Center, Mortgage, Retail, Fulfillment, Warehouse, Consulting

**Key words**: Change Agent, Strategic Planning, Project Management, Process & Productivity Improvement, Acquisitions & Mergers, Facilities Management, Safety, Risk Management