NICOLE DUKES

(786) 448-5844 | nmdukes@gmail.com

# HUMAN RESOURCES EXECUTIVE

# COMPENSATION | PAYROLL ANALYTICS | BENEFITS ADMINISTRATION | PROCESS IMPROVEMENT

Strategic and innovative partner who transform business vision into strong human resource initiatives while implementing best practices to corporate policies that improve performance, profitability, development, and employee engagement.

**AREAS OF EXPERTISE**

|  |  |  |
| --- | --- | --- |
| * Talent Acquisition * Diversity Initiatives * Employee Relations * Employment Law * Leave of Absence | * Training & Development * Policy Development * Contract Negotiation * Benefits Administration * Performance Management | * Budget Analysis * HRIS Applications * Change Management * Worker’s Compensation * Applicant Tracking |

Accomplished in providing a unique perspective to executives and stakeholders that human capital is an organization’s greatest asset. Skilled at building and leading effective human resources teams to execute strategies into actionable goals. Realist, who aligns HR strategy with business objectives while managing solid relationships with executives and line management. Change agent with proven record in transforming disorganized human resource organizations into cost-efficient entities.

# EDUCATION AND CREDENTIALS

## Devry University | miami, FL | DECEMBER 2020

Master’s in Business Administration (Concentration in Finance)

## UNIVERSITY OF MIAMI | Coral Gables, FL | DECEMBER 2016

Bachelor’s in General Studies (Concentration in Human Resources Management)

## Human Resources Certification Institute | January 2019

Senior Professional in Human Resources (SPHR), (studying / in progress)

# CAREER HIGHLIGHTS

## ANALYTICS

* Saved more than $15,000 in benefit contributions and compensation overpayments through an array of audits that identified and corrected discrepancies

## COMPENSATION AND BENEFITS

* Implemented compensation programs that maintained internal equity and adherence to company policy with a strong return on investment

## COnsultation

* Served as a consultant to management on policy interpretation to uphold ethical standards within the organization while providing guidance on employee issues

## employment law

* Continuously ensured compliance of labor laws and collective bargaining agreements to minimize organization’s legal liability

## recruitment

* Revamped recruitment strategies by 20% that identified high qualified candidates and increased employee retention achieving a competitive advantage

# CAREER PROGRESSION

## *ASSISTANT DIRECTOR* | EDEN ROC MIAMI BEACH/NOBU HOTEL | AUG 2018 – PRESENT

A historic luxury resort hotel located on Miami Beach

Lead the daily operations of the human resources department while supporting the executive committee with executing key initiatives to drive employee engagement, improve employee morale and performance. Assist with the development of formalized trainings program to establish performance accountability at all levels.

* **Designed** and implemented safety protocols that successfully reduced workplace incidents by 35%
* **Empowered** human resources culture centered on responsiveness, responsibility, and inclusion
* **Oversee** and introduce employee branding to the company for increased retention, comprehensive on-boarding, positive internet presence, and improved recruiting strategies
* **Drafted** and implemented policies, procedures, and the employee handbook for 500+ employees
* **Created** compensation strategies that included structures and ranges, and merit process that improved employee morale plus the ability to attract and retain employees

## *senior hUMAN RESOURCES MANAGER*| EDEN ROC MIAMI BEACH/NOBU HOTEL | MAR 2018

A historic luxury resort hotel located on Miami Beach

Manage the day-to-day operations within the resort’s human resource department and serve as liaison between a workforce of 500+ employees and benefit providers. Assist with the overall implementation of human resources strategies and coordination of all duties related to recruiting employee benefits, wage and salary administration, job evaluations, organizational development, employee relations, and training programs.

* **Spearheaded** the annual benefits open enrollment and health fair acting as key negotiator in determining contract renewal and/or termination while selecting benefit programs
* **Served** as a strategic advisor to business leaders including best practices, common methodologies, career development, and disciplinary action while fostering a cohesive team and open-door environment conducive to positive dialogue within the human resources department
* **Developed** and executedpersonnel policies that were aligned with departmental restructuring that would eliminate existing liability and exposure but foster organization effectiveness
* **Revamped** content and delivery ofnew hire orientation material to include a more interactive program communicating HR information and additional company resources
* **Prepared** and maintainedbenefit employee filing system to continue to support the maintenance and transition of employee documents.

## *COMPENSATION ANALYST* | JACKSON HEALTH SYSTEMS | FEB 2017 – NOV 2017

*An internationally recognized academic medical system*

Developed and administered compensation programs to maintain internal equity and external competitiveness throughout the organization. Delivered consultative support to managers to ensure programs are consistent, cost-effective, and aligned with organization’s compensation philosophy.

* **Implemented** an online database to retrieve job descriptions increasing departmental efficiency and maximizing productivity by 45%
* **Partnered** with United Way Campaign volunteers securing $5000 in grant funds for annual fundraiser
* **Established** strong relationships with senior management and human resources business partners serving as a resource on compensation practices and policies while developing methods to improve employment processes
* **Researched** and analyzed market data through salary surveys selecting relevant benchmarks of pay and benefit programs to maintain competitiveness within market
* **Evaluated** collective bargain agreements ensuring compensation practices were aligned with regulatory requirements

**TECHNICAL SKILLS**

|  |  |  |
| --- | --- | --- |
| * Microsoft Excel * Microsoft Word * Microsoft Outlook | * Microsoft Access * Microsoft Power Point * ADP Workforce Now | * Oracle r12 * Paycom Application * Lawson Application |

# AWARDS

* Leader of the Week (2018)
* Top Contributor for United Way Campaign (2009 – 2010)
* Outstanding Achievement/Support for Implementation of an Application (2013 - 2014)