*Human Resources Policies and Processes ~ Benefits Administration ~ Regulatory Compliance and Standards*

*Staff Recruitment and Retention ~ Cross-Functional Leadership and Training ~ Compensation and Payroll Administration*

# qualifications profile

**Intuitive, performance-focused, and self-motivated professional, with comprehensive background in staff training and development, regulatory compliance, employee relations, and administrative management.** Armed with hands-on experience in workforce management, core business disciplines, policy implementation, and strategic planning to boost personnel productivity. Proficient with Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook), UltiPro, and ADP. Bilingual in English and Spanish. Skills also include the following:

* Executive Vision & Direction
* Strategic Planning & Implementation
* P&L Management & Improvement
* Revenue and Profit Optimization
* Strategic Partnership Development
* Business Process Reengineering
* Budget Development & Forecasting
* Sales, Marketing & Business Development
* Team Building & Leadership
* Customer / Climate Management

# professional experience

## Freedom Mortgage – Fishers, IN

### Chief Human Resources Officer August 2015–Present

* Create and implement a compliance plan for Human Resources to support organizations goals for Pre-IPO readiness, and to meet MBA, HUD, and FHA standards.
* Developed and implemented staffing plans to fill permanent, temporary and contract manpower needs with high caliber talents as measured by quality of performance, time to fill, and retention ratio. Bi-coastal operations from California to New Jersey. Help in performance management of sales-force, including organizational structure, competency building, staffing and compensation/ sales plans.

**Career Highlights**

* *Improved performance management to better coach, lead and conduct on-going dialogue with employees to improve performance, strengthen employee commitment, and provide a “line of sight” for individuals to understand how they contribute to company goals.*
* *Designed and implemented a program to achieve a high performing culture through development of a common vision and organizational values and aligning all company goals toward the vision.*
* *Designed HR Business partner model to meet the needs of each division within the organization.*
* *Launched several incentive programs, which motivated employees to participate in company activities.*
* *Partnered with the following professionals in instituting HR programs with outstanding results:*
  + *SVP of Employee Relations & benefits director for the wellness programs, thus reducing health premium costs which improved employees’ health; and*
  + *Executive staff for incentive programs, thereby decreasing turnover throughout the company.*
* *Received the Freedom Mortgage High Flyer Award*

## Home Instead Senior Care – Indianapolis, In

### Human Resources Director May 2013–August 2015

* Built Human Resources operating system to achieve greater organizational efficiency yielding better turnaround time and accuracy.
* Took charge of regular scheduled audit of HR processes to ensure compliance with all governing bodies, such as Joint Commission, content management system (CMS), and state survey guidelines.
* Established open communication with franchise owner, direct reports, colleagues, clients, and family members for a more efficient operation.
* Provided keen management to the annual franchise human resource operational plan and budget.

**Career Highlights**

* *Improved business efficiency by attaining the annual operational plan revenues, gross profit, profitability, and other operational goals and milestones.*
* *Achieved operational goals by expertly overseeing HR department activities and direct changes; as well as the retention and satisfaction of key players through engagement strategies.*

United States Army – indianapolis, in

### Human Resources Manager May 2008–May 2013

* Held full accountability for commercial vendor support, public funds disbursement, audit, travel allowances, accounting, financial management information systems, and bank reconciliation.
* Determined employees’ concerns through comprehensive surveys and provided detailed recommendations to senior decision makers.
* Formulated and employed job descriptions and physical demand assessments (PDAs), while administering workers’ compensation claims.
* Optimized staff productivity by facilitating training programs on drug and alcohol, workplace safety, and Family and Medical Leave Act (FMLA).

**Career Highlight**

* *Administrative Care Giver of the Year award*

# education and credentials

**Master of Business Administration: 2011** *(Dean’s List)*

DeVry University – Indianapolis, IN

**Bachelor of Science in Economics and Political Science: 2008** *(Dean’s List)*

Millikin University – Decatur, IL

**Senior Professional in Human Resources (SPHR) Certification**

**Society for Human Resource Management (SHRM) Senior Certified Professional (SHRM-SCP) Certification**

# professional affiliations

SPHR

SHRM-SCP

International MBA Association

# community involvement

Big Brothers Big Sisters of America

Newman Catholic Community

Habitat for Humanity

*(Indiana Republicans Young Leaders Award Winner)*