**VELMA MCKEN, PHR**

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**CAREER HIGHLIGHTS**

* Developed and launched successful recognition programs to build a high-performance workforce and improve employee morale and reduce turnover.
* Transformed HR Department from a transaction role into a partnership-minded team, focused on developing future leaders and improving job satisfaction.
* Supported and launched a successful “paperless HR” operation that utilized a fully functional HRIS system from new hire orientation to employee exit.
* Successfully crafted succession plans for key positions.

**EDUCATION**

Crown College, St. Bonifacius, MN

MA in Organizational Development & Leadership

**PROFESSIONAL EXPERIENCE**

**Miami Rescue Mission/Broward Outreach Center**

**| Miami, FL (2010 – Present)**

Human Resources Director

* Provide HR leadership for a Social Services Agency, a Health Clinic and a private Charter school with an aggregate of 200 employees and over 900 volunteers.
* Design and implement strategies to integrate the organization’s leadership with its vision by partnering with managers and delivering top notch HR services in the areas of compensation, employee relations, performance management, training & development, policy development and implementation, employee recognition, and workplace safety.
* Provide confidential counseling to managers and staff to promote positive employee relations and job satisfaction.
* Handle complex employee related legal issues involving grievances, unemployment hearings, and EEOC investigations with favorable results.
* Guide the leadership team in succession planning for key positions, and identify areas of development to prepare identified employees for advancement within the organization.
* Design and implement performance-based management system with an emphasis on achieving personal and organizational goals.
* Negotiate cost-effective and competitive benefits package for staff, including oversight of the annual benefits open enrollment and ongoing monthly enrollments or cancelations.
* Designed and launched a formal employee recognition program for on-the-spot recognition of above and beyond work performance.
* Partner with senior leadership to improve the organizational culture, making it more appealing to a broader cross-section of the workforce.
* Partner with department heads to mentor “future leaders” and implement a successful internship program with local high schools and colleges.
* Administer compensation and benefits programs to ensure equity, fairness, including accurate maintenance of the HRIS system.
* Developed safety strategies to manage and reduce workplace injuries and overall general liability.

**OTHER WORK EXPERIENCE**

* **City of North Miami Beach,** North Miami Beach , FL (2007 – 2010)

Consultant to the HR Director

* **Precision Response Corp.,** Miami, FL (2004 – 2005)

Human Resources Director

* **The Sports Authority,** Fort Lauderdale, FL (2002 – 2004)

Divisional Human Resources Manager

* **Renaissance Cruises, Inc.,** (1996 – 2001)

Human Resources Director

**SKILLS**

* Proficient at MS Office and HRIS software including StaffPro, ADP, PeopleSoft, Taleo, and Brassring.
* Strong leadership and mentoring skills, with the ability to connect with a wide cross-section of the workforce and build cohesive teams.
* Committed to quality assurance, employee satisfaction, and process improvement.
* Excellent written and verbal communication skills.
* Excellent critical thinking skills, with the ability to exercise good judgment in making on the spot decisions.
* Self-motivated to be a top performer and skilled negotiator.
* Able to decipher facts and analyze situations with limited information.
* Strong supporter of employee engagement to encourage buy-in and support organizational goals.
* Able to connect with employees and determine their personal motivating factors.