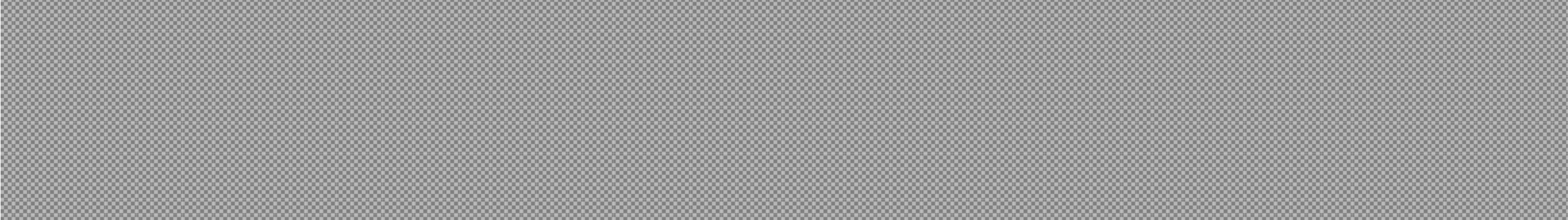
Global Human Resources Executive

E



Wanda A. Serrano

[wandaserranoresume@gmail.com](mailto:wandaserranoresume@gmail.com)| 787.316.8899 | linkedin.com/in/wanda-serrano

With a career spanning over 15 years, I am an innovative, solutions-oriented, Human Resources leader with proven ability to add value as a strategic business partner in public and private equity organizations. Progressive experience in corporate and multi-unit, multi-state field roles in Retail, Supply Chain, Pharmaceutical, Manufacturing, and Technology. Recognized as a high-energy talent, capable of delivering results by aligning HR Initiatives to support organizational vision and strategy. Strong history of dynamic HR Management and Leadership in Employee Relations, Union Avoidance, Labor Relations, Talent Acquisition, Training & Development, Talent Management, Employee Engagement, Organizational Design, and Change Management.

|  |  |  |
| --- | --- | --- |
| **CORE HR EXPERTISE** | **BUSINESS STRENGTHS** | **TECHNICAL COMPETENCIES** |
| * Employee Relations, Advocacy, Onboarding & Training | * HR Department Startup – US & International | * Society of Human Resources Mgmt Associate |
| * Labor Law Compliance FMLA/ADA/EEO/WC | * Organizational Development | * ADP Recruitment of Talent Certification |
| * Union Avoidance & Collective Agreements | * Performance Mgmt. & Succession Planning | * HRIS Applications (Kronos, ADP, SAP, UtiliPro) |
| * Alternative Dispute Resolution (ADR) & Mediation | * Recruitment & Talent Management | * Payscale Insight Lab Proficiency |
| * Policy & Procedure Design & Implementation | * Compensation & Benefits Administration | * Fully Bilingual (English/Spanish) |
| **EDUCATION** | | |
| * SHRM Certification – In progress * MBA Human Resources Administration – Interamerican University of Puerto Rico * BBA Business Management – Central University of Bayamon (Puerto Rico) | | |

|  |  |
| --- | --- |
| **EXPERIENCE** |  |

**3Sixty – Miami, FL** 2017 – 2019

##### **Director, Global Human Resources Operations**

##### Hired to build the Human Resources Department for a global luxury-travel retail company, undergoing a complete organizational restructuring, while experiencing exponential international growth. Played a key role in providing leadership to core global HR functions, serving as an internal HR consultant to regional and country leadership, while supporting the attainment of short and long-term corporate goals. **Key Responsibilities**

* Provide HR support to global operations (UK, Singapore, Colombia, Panama, MX, Africa, Israel) and multi state retail management teams (NJ, TX, CO, FL, PA, MX, Canada).
* Advise executive team on HR compliance matters and develop improved processes to address employee relations concerns.
* Align with General Counsel to oversee regulatory best practices relating to H-1B / L-1 / TN Visas and mobility administration processes
* Ensure compliance with all applicable labor and employment laws, and liaise with General Counsel on potential liability.
* Design, develop, and standardize HR policies and procedures and support the development and implementation of new human capital initiatives to support the attainment of corporate goals.
* Employee Relations - Translate work environment vision, provide expert advice and coaching to employees and management, and contribute to creation of employee events. Assure compliance while facilitating programs focused on strategic change, training, team building and diversity.

##### **Key Accomplishments**

* Directed the implementation of the company’s first HRIS System and automated employee database.
* Launched a comprehensive company benefits program and general employee information site (HR portal).
* Established KPI’s and relevant metrics for all the departments.
* Spearheaded the organization’s first Compensation Management Program.
* Created a robust Performance Management Program and associated training.
* Directed an Employee Communications and Employer Branding Program to address talent acquisition and recruiting challenges.
* Harmonization of policies and procedures in all states and international operations

**Amatheon Pharmaceuticals – Miami, FL** 2015 – 2017  
**Human Resources Director**Re-structured the Human Resources and Payroll Department while implementing progressive Talent Acquisition ensuring human capital strategies where aligned with business objectives. Managed employee relations and developed, executed and administered company policies, compliance, performance management, and compensation programs.  
 **Key Responsibilities**

* Manage company policies and governmental regulations and resolve all payroll issues. Process employees’ status changes, wage garnishments, etc.
* Develop and administer employee benefits programs, and supported management's decision making process by analyzing benefit options and predicting future costs, identifying best benefit options; communicating benefit usage to employees, developing recordkeeping systems, initiating new-hire benefits, recording changes, complying with legal requirements, and ensuring cost effectiveness.

##### **Key Accomplishments**

* Revamped the HR Department updating the employee manual with new and policies and procedures, creating a new process for the employee files, and updating benefit providers ensuring cost effectiveness.

## ———————————————— Wanda Serrano – Page 2 of 2 ————————————————

* Implementing a new HRIS System to automate the employee’s information and the company benefits (HR portal) with relevant KPI’s for all departments

**Benihana – Doral, FL** 2013 – 2014

##### **Corporate Human Resources Manager**

##### Provided leadership in addressing policies and delivering HR leadership to the west coast locations (CA, CO, AZ, MN). Reporting to the VP of Human Resources, functioned as an executive coach to the Company's management committee. **Key Responsibilities**

* Identify, develop, and implement HR related training to teams at multiple locations throughout the United States ensuring local compliance.
* Establish succession plans, identify leadership development opportunities and monitor progress towards plans.
* Manage HR compliance training, audit training programs, and ensure employees receive required training as identified by position and established frequency to meet compliance requirements.
* Manage Performance and Development program for employees including management support, compliance review and year-end merit process.
* At the direction of the employee relations director, lead employee investigations, counseling sessions and terminations.
* Serve as backup for unemployment hearings, subpoenas, and document requests.

##### **Key Accomplishments**

* Designed and implemented strategic hiring initiatives to attract top talent for multiple sites and diverse types of jobs.
* Designed and implemented the employees reward and recognition program.
* Audited the I-9’s for all the restaurants to ensure compliance.

##### **Sony Corporation – San Juan, PR** 2010-2013

##### **International Human Resources Supervisor**

##### Managed all aspects of the Human Resources department for locations in Puerto Rico and the Dominican Republic including employee relations, staffing, performance management, talent management, health and safety. Participated in the development of departmental goals, objectives and procedures including but not limited to recruitment, employee relations, investigations EEO/AAP, performance management, administration and interpretation of company policies and programs.

##### **Key Responsibilities**

* Process bi-weekly payroll for employees in Puerto Rico and the Dominican Republican.
* Manage the General Ledger entries for payroll and benefits.
* Provide first line of support for routine employee’s questions regarding company policy and procedures. Maintained proper documentation on employee relation issues such as employee complaints, harassment allegations, and any other type of complaint while following company’s procedures and applicable legislation.
* Coordinate health & safety initiatives including worker’s comp and OSHA reporting. Coordinate employee development/training sessions.

##### **Key Accomplishments**

* Re-designed the process for managing the Workers Comp program and implemented guidelines to the return to work process.
* Managed the opening and the coordination of the operations for the new office in Dominican Republic.
* Designed and implemented the safety policies and procedures for the company warehouses.

##### **PepsiCo Manufacturing International – San Juan, PR** 2008-2010

##### **Human Resources Supervisor**

##### Handled all labor relations while collaborating with union representatives in matters regarding compensation and benefits, rewards and recognition, performance management, staffing, talent management, safety and health.

##### **Key Responsibilities**

* Provide recommendations to administrative staff regarding collective bargaining contracts, supplemental contracts and personnel policies including grievance policies and take necessary actions to establish proper evaluation measures.
* Provide essential research to determine adequate adherence to labor contracts terms and conditions.
* Develop individual and group policies geared towards maintaining an engaged workforce.

**Key Accomplishments**

* Designed and launched a nationally recognized social responsibility program called “Pepsi Regala una Sonrisa”.
* Reduced union employee claims by 60%.
* Developed and implemented a Safety program called “Red Flags” to promote a safe environment and wellbeing of the employee force.