Mary C. Bilodeau

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|  | **Profile** |  |

* Motivated and dedicated professional with extensive experience in financial analysis, as well as compensation and HRIS
* Strong data mining and query skills, as well as a firm ability to listen to a request and turn it into a presentable report.
* Exceptional organizational skills, demonstrated ability of effective management and planning
* Profound communication and personal skills
* Ability to maintain excellent cooperative working relationships with co-workers and management
* Proven record of providing outstanding customer service, talented relationship developer
* Proficient with the use of various software (advanced Excel, including Pivot Tables, advanced formulas, charts and graphs, modeling; Word; Powerpoint; Oracle Query Builder; Business Objects; Hyperion Essbase; and Lawson Accounting/HR/Payroll

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|  | **Professional Experience** |  |

**Friendly Ice Cream Corporation** ▪ Wilbraham, MA

**Compensation Manager** 08/2010-Present

* Reporting to the Treasurer, accountable for quality customer service, providing innovative, cost-effective compensation programs supporting the corporate, restaurant, manufacturing, distribution and retail business segments, encompassing approximately 10,000 employees. Responsible for overseeing various bonus plans, salary administration, performance management programs, and the job evaluation process. Participate in various national compensation surveys, analyze data and utilize it to make decisions on job levels. Manage workforce data and participate in the research and implementation of new HR information systems and processes to improve efficiency. Report on HR metrics using Microsoft Excel and Business Objects.

**Key Accomplishments:**

* Designed and implemented an incentive plan for the restaurant management team with the objective of driving sales and profit at the unit level.
* Designed and implemented an incentive plan at the corporate level that ties compensation to the results of each business segment.
* Provided guidance in a reorganization effort by advising department managers on people placement, job descriptions and salary recommendations.
* Served a key role in the performance management process by administering and providing guidance on the web-based appraisal system and organizing training sessions on giving effective performance feedback.

**Senior Financial Analyst** 09/2008-08/2010

* Reporting to the Senior Director, Financial Planning and Analysis, generate weekly and monthly financial reports and forecasts using Microsoft Excel, Business Objects and Oracle databases for the Foodservice, Retail and Custom Pack business segments. Maintain models and databases needed by the Financial Planning and Analysis department to perform financial reporting. Coordinate and complete detail budgets for Retail, Custom Pack and Franchise business segments, as well as department overhead budgets. Perform ad hoc reports using query tools to retrieve data from various sources, perform analysis, and prepare information on which management bases business decisions.

**Key Accomplishments:**

* Built forecast model for Custom Pack segment of the business to help executive team make effective business decisions.
* Improved forecast model for Retail business segment by developing a forecast for each major customer.
* Built forecast model to determine the impact of ever-changing commodity costs on the business.

**Compensation and HRIS Analyst** 01/2001-09/2008

* Maintain the HRIS database to support the Human Resources reporting function. Administer salary and bonus programs, perform salary analysis, and participate in the design and implementation of restaurant management bonus programs. Manage the performance management program, including administration of the web-based appraisal system. Manage the salary budget process. Perform job evaluations and maintain job descriptions. Participate in national and local compensation surveys. Analyze survey statistics on a year-round basis to determine placement of jobs within salary range structures and within the organization.

**Key Accomplishments:**

* In collaboration with IT, developed the Human Resources data warehouse in order to streamline headcount and turnover reporting.
* Played a key role in significantly changing the performance management program for restaurant management employees. The result was a performance appraisal system focused primarily on key store performance metrics.

*Professional Experience - continued*

**Compensation Assistant** 1996-2001

* Processed Employee Information Forms), verifying accuracy of information.
* Participated in local and national compensation surveys.
* Assisted in reviewing and evaluating job descriptions.
* Assisted in the administration of the performance management program.
* Generated various ad hoc reports upon request using Excel and FoxPro.

**Field Human Resources Assistant** 1994-1996

* Generated employee population reports, provided administrative support to the Field Human Resources department.
* Responded to inquiries from employees/management, routed to the appropriate individual for response and resolution.

**Con-Test, Inc**. ▪ East Longmeadow, MA

**Administrative Assistant** 1987-1994

* Performed administrative duties for a satellite office at an environmental consulting firm and testing laboratory.
* Gathered and maintained field employee time sheets, keying data into billing system and generating invoices.

**Scibelli, Ollari and Vivenzio**

**Legal Assistant** 1986-1987

* Served in a law firm dealing primarily in domestic law, civil law and real estate transactions.
* Performed various related tasks as assigned.

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|  | **Education** |  |

**Bachelor of Business Administration** ▪ Western New England University; Springfield, MA ▪ **2009**

*Summa Cum Laude ▪ GPA: 3.9 / 4.0 ▪ Outstanding Part-Time Undergraduate Student*

**Associate of Science in Business Management** ▪ Springfield Technical Community College; Springfield, MA ▪ **2006**

*Graduated with High Honors ▪ GPA 3.7 / 4.0*

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|  | **Certifications** |  |

Development Dimensions International (DDI)

Success Profiles Card Sort Analyst

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|  | **Professional Affiliations** |  |

Human Resource Management Association of Western New England (HRMA)

The International Beta Gamma Sigma Honor Society

Society for Human Resource Management (SHRM)

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|  | **References** |  |

Available upon request