

# Jenn Monkiewicz

## Human Resources Manager - Exclusive Concepts, Inc

Lynnfield, MA - Email me on Indeed: [indeed.com/r/Jenn-Monkiewicz/b03b2a76cd73dda1](https://www.indeed.com/r/Jenn-Monkiewicz/b03b2a76cd73dda1)

### WORK EXPERIENCE

#### Human Resources Manager

Exclusive Concepts, Inc - Burlington, MA - December 2013 to Present

Burlington, MA

A 50-person emerging e-commerce marketing agency that enables online retailers to improve sales through the use of technology and a product suite designed to drive traffic and close sales. The company has doubled in size in the past two years.

Human Resources Manager December 2013-present

Formalized the HR department by developing, documenting and installing new policies, programs and procedures to foster an employee-oriented culture and supported the company's core values.

- Recruited and hired 25 new team members (direct hires) in the past 18 months with a 95% retention rate.
- Developed formal policies to create consistency across the organization (e.g. for Employee Referrals, Summer Fridays, Work from Home, & Inclement Weather).
- Created on-boarding procedure to create consistent introduction and expectations for new team members. Included developing 30-60-90 day reviews in conjunction with the hiring manager.
- Designed the company's first formal review program, including all forms, schedules and a streamlined salary and equity compensation guide.
- Responsible for employee relations, terminations, and confidential employee files
- In addition to formalizing the HR function, perform all day-to-day administrative duties as a one person HR department
- Organize creative moral building company wide events
- Implemented employee recognition program.

#### Operations/Area Manager

Superior Group - Woburn, MA - September 2008 to September 2013

Woburn, MA

Superior's people-related services provide access to qualified talent through staff augmentation, recruitment process outsourcing, executive recruitment, and direct placement services.

Operations/Area Manager September 2008 - September 2013

- Responsible for the overall management of branch recruitment, administration, and internal operations including profitability, customer service and hiring and supervising branch personnel
- Collaborated with director of recruiting to create successful recruiting programs and measured results against stated goals
- Supervised branch administrative activities including personnel administration, payroll/billing, quality program compliance, internal security program compliance, report generation/metrics and maintenance of appropriate files
- Reviewed profitability of branch operations on a weekly and monthly basis through review of Branch analysis, and monthly operating statements
- Managed an MSP program at Osram Sylvania, Danvers, MA. Duties included, but not limited to, relationship management, account management, negotiation, leadership, recruitment, networking and consultative sales

- Full life cycle consulting and implementation for all clients in a high pressure, fast paced environment
- Negotiated with clients to establish appropriate bill rates, contract terms and associate supplier relationships
- Experienced in the following areas: staff augmentation, recruitment outsourcing, vendor management solutions and risk mitigation
- Strong ability to mentor and supervise staff
- Emphasis on quality, continuous improvement, team work and high performance
- Developed and administered client programs, procedures, and guidelines to help align their workforce with the strategic goals
- Responsible for sales, networking and new business development through involvement in local business associations, councils and chambers

### **Staffing Supervisor**

Superior Group - June 2001 to September 2008

- Conducted interviews to determine applicant skills, interests, and aptitude
- Delivered top quality service to hiring managers and applicants by matching skills of applicants to current and future openings
- Strategically sourced candidates via the job boards and applicant tracking system to adhere to a yearly budget
- Negotiated and extended offers to contract and permanent employees
- Marketed and promoted Superior Group of Companies, staffing services both locally and nationally
- Successfully managed candidates through an applicant tracking system
- Performed full life-cycle recruiting for Administrative/Clerical, Manufacturing, Engineering/IT, and Light Industrial positions
- Provided specialized staffing for intelligence and security clearance positions
- Maintained positive relations with existing clients, fulfill staffing needs, and effectively resolve issues
- Provided employee relations support to contractors including compensation, benefits, and new hire orientation and conflict resolution
- Worked with corporate personnel regarding issues of payroll, human resource management, accounting, and billing
- Maintained and remained current on company ISO 9001:2008 procedures
- Successfully utilized Managed Service Programs, including resume submittal, tracking, PO generation and time card and billing procedures

### **Corporate Recruiter**

Daleen Technologies, Inc - Boca Raton, FL - March 2000 to February 2001

Boca Raton, FL

Daleen Technologies is a leading provider of next-generation billing and customer care software that can serve as the core of an enterprise solution for integrated communications providers, or ICPs.

Corporate Recruiter March 2000-Feb. 2001

- Responsible for the hiring of Information Technology candidates such as C++/Java software engineers, systems engineers, business analysts, tech support, networking, sales, accounting, quality assurance engineers, database administrators, and project managers.
- Created, negotiated and extended offer packages, including the arrangement of extensive relocation
- Restructured Daleen Website Careers Section/posted positions on job boards
- Created and managed a college recruiting program for undergrad and MBA's
- Developed and presented training classes on behavioral interviewing techniques
- Exceeded recruitment hiring quota of seven new employees monthly
- Compiled New Hire collateral and conducted New Hire Orientation
- Worked closely and make recommendations to hiring managers to help assess hiring needs

## EDUCATION

### **B.A. in Communications**

University of New Hampshire - Durham, NH

## ADDITIONAL INFORMATION

SKILLS MS Office, SmartSearch (Applicant Tracking System), LinkedIn Recruiter, E-Verify