

## REGIONAL HR MANAGER

### Summary

Seasoned HR Professional with over 13 years of progressive HR experience supporting a corporate, distribution and store environment.

### Highlights

- Career Pathing
- Strategic Thinking
- Change Management
- Talent Management and Acquisition
- Collaborative and Leader of Change
- Process Improvement
- Project Management
- Performance Management
- Senior Level Coaching and Development
- Strong Work Ethic

### Accomplishments

- Created and introduced new Salaried interview and selection process, including philosophy and interview guides
- Assisted in creating and introducing new Career Pathing program within the Stores Division
- Transitioned HR team from a 2 person team to a 5 person team, creating Recruiters, HR Coordinators and HR Generalists
- Regularly translate and scribe in Spanish company wide

### Experience

Regional HR Manager Aug 2012 to Current

Brookdale Senior Living 1/4 Ann Arbor , MI

Advised managers on organizational policy matters and recommend needed changes. Directed personnel, training and labor relations activities. Identified staff vacancies and recruited, interviewed and selected applicants. Served as a link between management and employees by handling questions, interpreting and administering contracts and helping resolve work-related problems. Implemented an innovative employee incentive program, which resulted in a [Number]% increase in staff productivity. Created organizational flow charts and career path reports to evaluate employee compensation information. Created organizational flow charts and career path reports to evaluate employee compensation information. Designed the employee performance evaluation process and merit program. Created and implemented the exit and interview program process. Advised top management on appropriate employee corrective actions. Created and modified job descriptions within all departments. Worked with senior-level management to create fair and consistent HR policies and procedures. Worked with HR advisors and HR representatives on establishing consistent hiring practices. Facilitated monthly meetings to develop strategies that would positively influence workplace relationships. Supported [Number] employees at all levels, including executive leadership.

HR Manager Dec 2011 to Aug 2012

Sykes Enterprises Incorporated 1/4 Centennial , CO

- Collaborative HR Partner supporting 700+ employees in three locations locally
- Responsible for full cycle recruiting process, hiring, and onboarding
- Facilitate succession planning, talent review and leadership development programs
- Partner with executives to develop talent strategy to enable business objectives
- Assess organizational culture and manage change
- Establishes strategic initiatives, defines goals and implements effective people processes and practices to drive business results.
- Implemented and facilitated employee engagement activities
- Ambassador for all areas of safety including creating a safety culture and identifying areas of improvement

HR Manager Dec 2007 to Dec 2011

Sykes Enterprises Incorporated 1/4 NE , State

- Provides vision and strategic leadership to the organization in addressing the most critical human resource opportunities.
- A strategic partner with all levels of management including Area HRM regarding current issues, concerns, recommendations for over 300+ employees in a Logistics setting and communicate recommendations and approvals concerning departmental activities.
- Drive retention through motivational programs, employee engagement, and active feedback sessions
- Deadline oriented when recruiting through BrassRing and eHire systems, and other online sources for both exempt and non-exempt employees
- Recruit within 45 days or less for both corporate level and entry level management, including cold calling and utilizing local resources for recruiting strategy
- Develop recruiting strategy based on the unit needs for all levels including hourly associates, providing honest feedback with driven results
- Constantly evaluating on boarding strategy and effectiveness to retain talent
- Coach and mentor management for success and career development with succession plans in place
- Manage the development, implementation and administration of operational policies, programs and systems within functional areas
- Highly involved in hiring, terminating, promoting within the unit including the development of performance improvement plans.
- Assist in lowering Worker's Compensation claims and OSHA recordable cases, including conducting pre-hire and post-drug screening, accident reporting and investigative training
- Accurately and efficiently manage all FMLA, STD, LOA, Unemployment, layoffs, and I-9 cases within strict deadlines and regulations

- Managed all payroll benefits and functions through PeopleSoft and Kronos timekeeping systems
- Analyze turnover and attrition to drive retention and benchmark against other units and local businesses
- Regularly speak in small and large groups regarding HR topics and concerns incorporating the feedback of employees and Senior Management through CI programs, Roundtables, and Engagement surveys
- Actively inform and educate management team on union avoidance, state initiatives such as EFCA and any local union concerns in the area and within the network
- Corporate Labor Relations team member as of 2010

Administrative/HR Supervisor Jan 2006 to Dec 2007

Bank Of America 1/4 City , STATE

- Supervised about 15 Administrative Assistants who supported various departments within the division
- Conducted coaching and training sessions based on observations, change management and feedback from Executive management
- Screened, interviewed, and hired candidates in collaboration with corporate recruiter for various businesses
- Handled all performance and developmental issues, terminations, and career development as needed
- Created, monitored, and presented quarterly employee goals and expectations
- Created and presented bi-annual and annual performance reviews in collaboration with senior management
- Recommended merit increases and promotions within detailed company compensation guidelines
- Developed motivational and recognition programs locally and with out of state counterparts
- Regularly met and built strong positive rapport with Executives from EVP to AVP levels
- Assisted as needed in the administrative role including, supply ordering, Peoplesoft updates, staffing and reporting, and calendar/phone management
- Relocated to Texas from California during the merger between Bank of America and Countrywide, in the process my assignment ended in a layoff

HR Assistant/Asst Director Mar 2001 to Jul 2005

Bright Horizons Family Solutions 1/4 City , STATE

- Human Resources:
- Tracked all workers' compensation claims both active and inactive
- Communicated with risk management team, insurance company, and network medical providers
- Conducted annual reviews and employee counsels for support staff
- Maintained and updated employee files, activities calendar, birthday board, CPR-First Aid renewals, and staff qualifications for over 150 staff members
- Sourced, screened, interviewed support teachers for open positions
- Collaborated with center management in final candidate selections and hiring
- Adjusted and updated punch details all employees
- Tracked paid time off and absenteeism rate for over 150 staff members
- Conducted weekly team meetings and collaborated with administration on annual staff evaluations
- Assisted Office manager in accounts receivable, tuition payments, credits, fees and statements
- Prepared monthly center tuition deposits, balanced center ledger, and participated in all month-end tasks
- Maintained a classroom budget and updated class newsletter
- Assisted administration with center snack orders, staff schedules, and new hire orientation
- Ended my tenure with Bright Horizons Child Care to pursue my MBA degree in Human Resources and focus on working in the HR field.

Education

M.B.A. , Human Resources Management 2006 University of Phoenix 1/4 City , State

B.A. , Child Development/Administration 2000 California State University 1/4 City , State

Affiliations

- National Training Seminars
- NAPW (National Association of Professional Women)
- SHRM

Skills

Compensation, WC Claims, Career Development, Peoplesoft, Training, Employee Engagement, Recruiting, Human Resources, Budget, Data Entry, New Hire Orientation, Risk Management, Benefits, Cold Calling, FMLA, Kronos, Leave Of Absence, Change Management, Coaching, Recruiting, Staffing, Terminations, Leadership Development, Onboarding, Succession Planning, Talent Review