

REGIONAL HR DIRECTOR

Professional Summary

April 13, 2013 Mr. Wong: For the past 15 years, I have developed my career as a human resources and operations professional within a fast-paced, high growth environment, making me an ideal candidate to help align HR function and strategy with Troon Golf's business goals at the St. James Plantation location. This alignment will not only promote operational efficiencies and increased contribution to the bottom line, but will also support Cape Fear Community College in its expansion efforts. I have demonstrated success in establishing and maintaining HR departments within an educational setting, implementation of complex staffing strategies which promote growth and sustainability, and ensuring compliance within a highly regulated industry. Additionally, the environments in which I have worked each presented challenges that led to a honing of key strategic and functional skills necessary to become a strong HR business partner. I will bring expertise in areas critical to organizational success including workforce planning, change management, training and development, as well as leadership support in employment law and performance management. On a personal note, I am a NC community college educated individual and value the unique learning opportunities an institution like CFCC offers to its students and community. For myself, community college allowed me to pursue an education while working full-time and being the sole parent to my daughter. The education I received at my local community college became the foundation for both a Bachelor's and Master's degree. For my learning disabled daughter, it provided an environment conducive to her individual learning needs and I am proud to say that she is currently finishing her last class at CFCC before she moves full-time into the NC Wesleyan education program. It is my hope that you will find my professional experience coupled with my personal commitment to CFCC an excellent match for the position of Chief Human Resources Officer. I thank you in advance for your consideration and welcome further conversation about how my experience and qualifications match the requirements of the position. Sincerely, Seasoned HR Professional with Operations Experience Innovative and results-focused HR professional with 15 years of experience analyzing, developing, and aligning the Human Resources function within a multi-unit region of a national healthcare company. Extensive operational experience, resulting in a natural propensity to drive the human resources function in a manner that ensures HR remains an effective and valued strategic business partner within the organization. Strategic HR Business Partner- Able to align HR processes to business objectives through a comprehensive understanding of each unit's business needs and goals including staffing, succession planning, and performance management. Possess a thorough understanding of the financial impact HR has on the business with experience developing and monitoring HR metrics related to engagement, staffing levels, workers compensation and other key indicators. Strong communication and rapport building skills with a keen ability to ensure HR guidance is flexible enough to meet the individual business unit's needs while maintaining organization and regulatory agency compliance. Operational Proficiencies -Facility operations management with responsibility for finance, HR, physical plant, IT and food service departments. Development and oversight of \$11m facility budget. Familiarity with business accounting practices and reporting with the ability to use generated data to monitor and make adjustments as needed for maximum productivity and profitability. Extensive start-up and acquisition project management experience. Generalist Expertise-Progressive, hands-on HR generalist background with expertise in daily HR processes including but not limited to workflow management, recruitment of exempt, nonexempt & seasonal staff, complex staffing and scheduling implementation and alignment with budget, employee relations, conflict management, P&P development and implementation, compliance with organization, federal and multi-state laws and licensing agencies, HRIS systems, benefits and compensation administration, workers compensation/OSHA compliance, electronic payroll processing, union avoidance and investigations. Change Management -As a result of 2 separate corporate acquisitions and the economic downturn, navigating challenges associated with change as both employee and manager has led to a passion in the area. Proactive support of facilities affected by acquisition, growth, reductions, mergers and management change. Successful at improving culture issues related to turnover, low morale and HR resistance. Continuous monitoring of engagement and culture through on-site visits, focus groups, surveys and grievance filings to quickly identify and find resolution to address negative culture shifts. Training & Development-Skilled facilitator, trainer and assessor. Can confidently develop and lead trainings for all levels of employees in a variety of settings--one-on-one, group, internet based. Performance management processes. Experience in developing and implementing performance management systems. Resume continued: Kelly R. Pace

Skills

Work History

Regional HR Director Whole Foods 10/2012 - Current

- Multi-Site HR Management-Responsible for ensuring effective human resources function within a 13 unit region-800 employees, serving 3 Senior Vice Presidents, 13 facility management teams and supervision of 10 facility HR managers across 3 states.
- Excelled in meeting the challenges of cross divisional support and partnering with individual facilities each requiring a unique focus and strategic HR partnership.

Operations/HR Director Brookdale Senior Living 07/2011

Regional HR Manager CRC Health Group, Inc 01/2007 - 06/2011

Regional HR Manager/Facility Operations Director Aspen Education Group, Inc 06/1999 - 01/2007

Education

Masters of Business Administration : Baker College - City , State

Master's Degree : Business Administration HR Core - Business Administration

Bachelors of Business Administration : Baker College - City , State

Bachelor's Degree : Business Administration Business Administration

Skills

focus, human resources, HR, strategic, supervision, unique