

CAROL TAYLOR, PHR, GBA
28 WINTER STREET #1 PORTLAND, ME 04102
207.807.0081 CAROLMARIETAYLOR@GMAIL.COM

PROFILE

I approach my work with creativity and pragmatism, coupling the ability to ask meaningful questions and generate innovative solutions with the ability to plan and execute strategically. As a leader, coach, facilitator, partner, or team-member, I focus on building connection and strong relationship, collaborating and remaining flexible while working effectively toward achieving desired outcomes. Daily, I perform my work with an eye toward the future as I explore the possibilities available for my organization and seize opportunities for advancement and fulfillment.

As a generalist, I have experience in all aspects of human resource management, including: strategic planning and execution, organizational development, change and engagement, employee relations, talent management, training, benefits and wellness, compensation administration, workforce planning, recruitment, employment law and policymaking, workers' compensation and accommodation, risk management, and compliance.

Through both my work and other interests, I have experience in marketing, public relations, organizational communications, and corporate community impact activities.

Some of my favorite and most impactful work accomplishments have been:

- Leading an organizational cultural change effort, including developing Core Values in tandem with senior management and empowering employee project teams to champion integration of the values into day-to-day behaviors and activities;
- Generating and leading an ongoing corporate community investment and volunteering program that has been looked to by peer companies as best practice;
- Creating and implementing an internal branding and communications strategy and serving as communications contact for most employee messaging, including continually collaborating with the senior management team on strategic corporate communications;
- Managing the integration of an acquired company into the existing organizational construct, which included workforce planning and development, recruitment, change management activities, management consulting, grant writing and training; and
- Through coaching and leadership, enabling managers and employees to experience growth and achieve their potential.

CAROL TAYLOR, PHR, GBA
28 WINTER STREET #1 PORTLAND, ME 04102
207.807.0081 CAROLMARIETAYLOR@GMAIL.COM

WORK

Flux.us Coaching and Consulting Founder, Coach & Consultant, 01/2013 – *present*

- Coaches individuals and teams inside and outside organizations
- Consults with public and private organizations in the areas of human resource management, engagement, communications, training & development, community impact & social responsibility, and strategy

Disability RMS Human Resources Consultant, 07/2009 – 01/2013

- Led cultural engagement activities, including developing and integrating Core Values into fabric of organization through ongoing initiatives and communications
- Consulted with and coached managers, providing guidance when appropriate and partnering to solve challenging business and employee issues, applying best practices in change management
- Analyzed information and identify trends to recommend areas of focus and solutions for the future
- Created and implemented strategic plans in areas of focus and leveraged systems thinking when making decisions
- Managed and resolved complex employee relations issues, conducting effective investigations when necessary
- Led organizational training initiatives, focusing on leadership development
- Supported talent management and performance assessment activities
- Developed and executed internal branding and communications efforts, serving as single organizational contact
- Led all corporate community investment and partnership activities, including strategic community giving, volunteering, and employee involvement activities
- Managed employee wellness and education, including administering wellbeing, ergonomics/VDT, workers' compensation, leave, and accommodation programs and serving on cross-site corporate wellness committee
- Developed, recommended, implemented and upheld policies and procedures
- Supported recruitment and on-boarding activities
- Maintained and updated job descriptions

Acadia Insurance Company Human Resources Coordinator, 07/2006 – 07/2009

- Partnered with business unit managers in order to assess and address strategic business issues and organizational challenges, consulting and coaching as appropriate
- Collected and interpreted information from internal and external sources in order to develop, implement and evaluate strategic plans, programs and policies to support organizational goals and needs
- Designed and implemented recruitment and retention strategies for all job levels
- Designed and delivered employee training programs
- Coordinated open enrollment processes by selecting, developing, implementing, communicating, administering and evaluating benefit, total compensation, wellness, and employee recognition programs
- Administered data entry into ADP HRIS and protected integrity of information
- Trained new HR employees in human resource policies, processes and procedures and performed audits
- Created and executed internal and external communication strategies
- Acted as art curator for Acadia, creating and implementing an arts acquisition strategy

Acadia Insurance Company Human Resources Specialist, 07/2005 – 07/2006

- Managed payroll processes for two companies with employees in various states across the U.S.
- Administered benefits and total compensation programs and executed various HR generalist duties

CAROL TAYLOR, PHR, GBA
28 WINTER STREET #1 PORTLAND, ME 04102
207.807.0081 CAROLMARIETAYLOR@GMAIL.COM

EDUCATION

University of Southern Maine	Bachelors in Leadership & Organizational Behavior Concentration in Human Resources Certificate in Creative Leadership & Global Strategy Leadership Study Abroad in Singapore & Malaysia
SHRM IFEBC	Professional in Human Resources (PHR) designation Group Benefits Associate (GBA) designation
Coaches Training Institute	Co-active Coaching Training Program Certified Professional Co-Active Coach (CPCC) designation – <i>in progress</i>
Vital Smarts Training for Change	Crucial Conversations Training for Social Action Trainers

Various additional professional courses and seminars both inside and outside of the workplace

COMMUNITY & AFFILIATIONS

Workplace Volunteer Council of Southern Maine	Co-Founder & Board Member, 2012 – <i>present</i>
Westbrook Communities that Care	Sub-group Chair & Committee Member, 2012 – <i>present</i>
United Way Community Investment Team	Volunteer, 2012
United Way	Employee Campaign Manager, 2011 – <i>present</i>
Disability RMS Community Involvement Committee	Chair & Coordinator, 2009 – <i>present</i>
Acadia Insurance Charitable Contributions Committee	Chair & Coordinator, 2008 – 2009
Human Resource Association of Southern Maine	Member, 2008 – <i>present</i>
Society of Human Resource Management (SHRM)	Member, 2008 – <i>present</i>
American Society of Training & Development	Member, 2011 – <i>present</i>

Short-term volunteer for various organizations including the Council for Disability Awareness, Good Shepherd Food Bank and others, 2007 – *present*