

Client Name

URL to LinkedIn

mobile

Email

Summary of Qualifications

As a Human Resources Manager, I serve as a HR business partner to senior management teams in the nonprofit and corporate sectors. My strength is to harness the energy of a highly engaged workforce to create a culturally diverse environment committed to equity and inclusion based on sound human capital management. I am experienced in organizational development, performance management, labor relations, HRM technology, compensation, benefits, and recruitment, and am knowledgeable with respect to COBRA, I9, HIPPA, ERISA, OSHA 300A, ADA, Workers' Compensation and employment law.

Career Highlights

- Established HR infrastructure for nonprofit organization that grew from 15 to 35 FTEs, plus 50 contractors via software implementation, policy development, recruitment strategies, compensation structure & performance management
- Reduced turnover from 20% to 4% by promoting high-performance culture, professional development & competitive compensation
- Established committee to write Core Values & Cultural Identity statements that multiplied into staff-supported channels for employee engagement & employer excellence
- Introduced competency-based scorecard to eliminate inherent biases in recruitment
- Developed Whole Foods Market's first University Partnership program to recruit graduates & oversee their personalized development program & placing new hires in management roles, leading to 30% improvement in retention after one year
- Achieved 93% success in retaining store managers identified for participation in professional development training
- Designed comprehensive onboarding procedures for 40-store region based on training curricula that saw 8% improvement in new hire retention within first 6 months
- Utilized visual performance model to create and sustain high-performance remote teams

Professional Experience

Human Resource Manager

2016 - present

employer

- Lead human resources strategy & functions in multi-state certifying agency for organic products to support 35 FTEs & 50 contractors in remote locations
- Manage \$3.5M HR operating budgets for benefits, compensation, & employee development.
- Conduct compensation & total rewards analysis to design competitive base pay & incentive programs
- Administer strategic compensation & benefits programs & processes
- Manage \$72.5K budget learning & development initiatives: LMS management, training needs assessments
- Coach executive leadership, line managers, & Board members on compliance & regulations regarding talent management issues
- Analyze statistical data related to turnover, gaps in employee development & hiring
- Ensure compliance with USDA regulation to train employees on fraud prevention methods & personnel ratio per certification
- Collaborate with legal counsel regarding periodic revisions to & administration of policies in compliance with local, state, & federal laws
- Drive change management by restructuring the organization, overhauling performance assessment protocols & senior leadership training

continued)

- Direct organizational culture analysis to assess the effectiveness of employee engagement initiatives, benefits programs, NPS scores, & Core Values surveys
- Publish monthly HR Metrics dashboard to assess critical human capital data points around employee engagement, hiring forecasting, DEI alignment, retention, benefit expenditure, training outcomes & performance
- Lead talent acquisition process: write job descriptions, post openings, manage ATS, create competency scorecards & implement anti-bias hiring tools
- Manage performance management process
- Implement HRMS upgrades to provide up-to-date reporting
- Manage payroll processing, bonus/incentive pay, non-exempt employee timecards, accruals, & benefit changes
- Oversee third-party administrators for COBRA compliance, benefits programs health & dependent care spending accounts, employee insurance plans

Employer

2004 - 2016

Director, Career Development Programs

(promoted 4 times to positions of increasing scope & responsibility)

- Directed career development programs for employees across 49 stores, developing handbooks, assessment criteria & sourcing certified trainers with \$2.5M annual budget
- Collaborated with senior leadership & internal recruiters to hire MBA graduates in management positions
- Provided one-on-one trainee coaching to ensure successful program completion & placement
- Monitored training program's success via quantitative metrics & qualitative feedback

Software

Google Workspace: Google Drive, Docs, Sheets, Forms, Gmail, Calendar; Slack; Trello; ASANA; Weekdone; PeopleSoft, Paycom; MS Office: Word, Excel, PowerPoint, Outlook, Sharepoint; Cornerstone; SuccessFactors, Workday, Qualtrics

Education

Thomas Edison State University

97 credits toward B.A. - Human Resource Management