

NAME

ADDRESS • PHONE • EMAIL

SR. HR DIRECTOR | HR DIRECTOR | CHIEF OF HR | DIVERSITY & INCLUSION OFFICER

Impactful professional delivering innovative & highly effective approaches to human resources

Well-qualified HR professional offering 15+ years of well-rounded experience encompassing the end-to-end HR functions. Highly adept in the areas of people management, benefits administration and HR department operations. Offers a proven track record for leading strategic human resources initiatives that support the long-term goals and objectives of the organization.

Emotionally intelligent professional who coaches, mentors and engages employees from all levels of the organization to perform and maximize their full potential. Quick, articulate learner who comes up with creative solutions, solving highly complex, standard and non-standard concerns. Currently seeking to leverage such knowledge and skills to obtain a role of increased leadership responsibility within a progressive and growth-driven organization.

- **Fast track promoted through the ranks in current job from HR Generalist to People Manager with responsibility for leading staff, motivating, training, and developing employees to achieve optimal performance.**
- **Implemented strategies to decrease attrition for drivers from 22% in 2018 to 19.8% in 2019 and 18% in 2018 to 16.2% for technicians by 2019.**

Core Competencies

- **HR Leadership & Development**
- **Employee Relations**
- **Staffing & Recruiting**
- **New Hires & Onboarding**
- **Process Improvements & Implementation**
- **HR Strategy, Vision & Mission**
- **Change Management**
- **Training & Development**
- **Teambuilding & Consensus**
- **Data Analysis & Records Retention**
- **HR Project Management**
- **Cross-Functional Collaborations**

Professional Experience

2014 to Present • COMPANY, Kansas City, KS

Company is North America's largest environmental services provider with 43,000 employees and serving 21 million customers.

People Manager (2019-Present)

Promoted to a highly visible leadership role with responsibility for partnering with Sr. Vice Presidents, Directors and mid-level managers on all HR related matters; collaborate on matters to include talent management and acquisitions, performance management, labor relations, onboarding, benefits administration, succession planning, training, and development.

- *Supervise a team of 3 HR professionals and maintain responsibility for managing employee relations across two states to support the need of 900 employees.*
- *Oversaw EEO charges and integrity health complaints by preparing documentation, submitting findings and engaging with corporate councils.*
- *Served as DDI Facilitator and trained a group of 40 managers on critical business topics to include: "Coaching for Peak Performance" and "Building and Sustaining Trust" to improve the company's culture.*
- *Work closely with the Talent Acquisition team to develop recruitment strategies for positions at all levels of the organization; create a steady pipeline of talent, assist with screening and selection of high-performance personnel.*

Human Resources Generalist II (2016-2019) | Human Resources Generalist I (2014-2016)

Promoted through the ranks to a role of increased responsibility within the HR department. Delivered insights to support HR operations across four states with 1,100 employees.

- *Provided guidance to HR leadership regarding daily work processes and interpretation of policies and procedures to ensure compliance.*
- *Recruited new hires, participated in contract negotiations, coached and guided staff, implemented disciplinary actions, and grievance hearings.*
- *Consulted with senior leaders and Corporate Security during escalated matters including EEOC claims, sexual harassment, ADA accommodations, and discriminations to help resolve conflicts.*
- *Successfully interpreted turnover rates, competitor analysis, market wage data, and merit reviews to support the decision-making process.*

2011 to 2014 • COMPANY St. Louis, MO

Company is a family-owned and operated business with a core focus on uniforms, linens and facilities services.

Human Resources Manager

Oversaw daily HR operations within a 250+ employee organization. Managed processes related to new hire onboarding, benefits administration, labor relations, workforce development, and performance management.

- *Collaborated with the leadership team including the HR Director, Chief of Operations and General Manager to strategically plan and review highly confidential personnel matters.*
- *Recruited, interviewed and hired employees for positions in the areas of administration, IT, sales, service, production, and senior leadership; managed ongoing employee relations, answered complex questions and interpreted HR policy and procedures.*
- *Administered benefits to include worker's compensation, FMLA, ADA, STD, LTD, COBRA, and 401(k) plans.*
- *Facilitated the annual performance review process, implemented appropriate disciplinary measures and conducted exit interviews to gather pertinent feedback.*
- *Placed a strong focus on employee engagement initiatives; developed several employee appreciation events to promote staff morale and participation.*

2009 to 2010 • COMPANY, St. Louis, MO

Company is a charter school providing elementary school education to 484 enrolled students supported by approximately 34 teachers.

Human Resources Director

Led the end-to-end human resources function, providing support to 150 employees. Managed processes to include benefits administration, retirement administration, employee relations, and new hire onboarding.

- *Provided guidance, coaching and development to maximize the performance of school administrators, teachers and support personnel; answered complex human resources questions as a go-to-resource and advisor in the department.*
- *Worked closely with the Superintendent to create and revise job descriptions, restructure salaries for certified and non-certified employees, and establish core training programs.*
- *Served as the district-wide liaison with responsibility for coordinating communications between the Public-School Retirement System and benefits carriers.*
- *Managed personnel files including the employee database, applicant tracking system data, and information related to the completion of trainings and teacher certifications*

Earlier Career History

COMPANY, St. Louis, MO • Benefits Manager (2001-2004) | *Oversaw benefits administration for 300 active staff and 150 retirees. Worked closely with insurance provider to ensure benefits such as medical, dental, vision, life insurance, LTD, FMLA, COBRA, 403(b) & 457 deferred compensation plans were administered to employees. Additional responsibilities included the facilitation of new hire orientations, dissemination of benefits update information, and completion of annual open enrollment.*

COMPANY, St. Louis, MO • Owner (2004-2006) | *Founded a successful business from the ground up and delivered wedding and event planning services to brides and grooms-to-be. Met with clients to gather requirements, shared ideas, made recommendations, selected vendors, and created memorable events that surpassed all expectations.*

Education & Professional Development

FONTBONNE UNIVERSITY • Business Administration

Volunteerism & Affiliations

SOCIETY FOR HUMAN RESOURCES MANAGEMENT (SHRM) • Member
DEVELOPMENT DIMENSION INTERNATIONAL, INC. • DDI Trainer