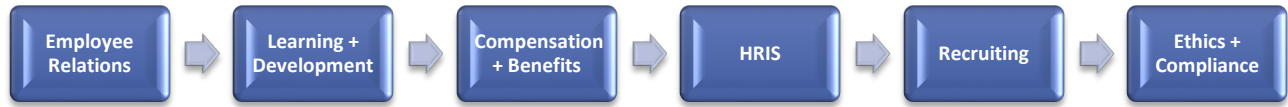


HUMAN RESOURCES EXECUTIVE



**Ground Up + Turnaround HR Strategies that Make Business Vision a Reality;
Contribute to 40% YOY Growth + Record-Breaking Success**

Trusted HR Advisor: Balance transparency with discretion, coaching and teaching leadership on delicate people issues – with roadmaps that successfully comply with high-scrutiny audits.

Operational Leader: Balance P&L and key business drivers with regulations across industries from healthcare to hospitality—gaining Board, Executives, and Associate commitment to service, mission, and personal accountability.

Employee Relations Expert: Spearhead Talent + Development programs for >12K associates and launch surveys greeted with 99% participation—contributing to a fair culture of satisfied, engaged associates.

SIGNATURE STRENGTHS

- Staffing • Orientation/Onboarding • Training • HR Communications • Performance Management
- Organization/Talent Development • Facilities • Security • Budget Management • Strategic Planning • Employment Law
- Policy/Procedure Development • Change Management • Risk Management • Grievance Investigations • Surveys/Engagement

HR LEADERSHIP OVERVIEW

XXXX Health + Hospital System

Year–Present

Key contributor to Corporate Integrity Agreement (CIA) success against multiple obstacles; led end-to-end development of an Ethics + Compliance structure featuring performance management, process streamlining + training key to keeping this largest public hospital open.

DIRECTOR OF COMPLIANCE + ETHICS TRAINING (Year–Present)

Created 2 to 10-hour online training programs and achieved 99.3% on-time completion to satisfy CIA requirements for 15K clinical, non-clinical employees and non-employed physicians. Modules encompassed quality care, billing, and compliance program.

- Designed processes that reduced FTEs needed for tracking training completion 50%. **Ensured accurate, timely reporting** to the HHS Office of Inspector General (OIG) via workarounds that overcame Learning Management System (LMS) system challenges.
- As trusted ethics and compliance go-to, gained buy-in spanning all levels of organization** and earned confidence of OIG monitor. Directed the hospital’s sub-certification process featuring Executive and Board training key to CIA compliance.

HR CONSULTANT (Year–Year)

Rectified JCAHO findings by leading team of 26 that developed hospital’s first role-specific competencies for 3K non-clinical staff, driving streamlining that reduced hiring timetable 50% to 21 days and creating performance review calibration for leadership.

HR Xxxxxxx • CEO/OWNER • HR EXECUTIVE CONSULTING TO DIVERSE INDUSTRY CLIENTS

Year–Year

Built HR infrastructure, from 1st handbook with comp, benefits, policies + procedures, to clinical sales training and a competencies-based performance management framework key to **3X associate + 40% YOY revenue growth** for a high-tech spine company.

- Improved customer conversion rate** that increased revenues \$250K by leading the redesign, complete with financial controls, of company’s mobile labs – as part of a special project to medical device Executive Leadership team.
- As Executive Coach, **supported nonprofit CEO’s evolution from struggling to top-performer** earning Board Chair recognition for leadership effectiveness.
- Created and facilitated all employment law and leadership training** for employees of Chicago’s Cook County Circuit Court – the largest unified court system in the world.

Xxxxxxxxx • EMPLOYEE RELATIONS + DEVELOPMENT DIRECTOR

Year–Year

Built an Employee Relations + Performance Development framework from inception that aligned HR strategy with corporate vision, and connected individual accountability to the big picture. Efforts critical to this nonprofit’s record-breaking \$370M annual fundraising.

- **As a trusted HR advisor to the CEO, led corporate restructure + performance management education strategy** key to achieving executive goal of employing a passionate, high-performance workforce spanning finance and accounting to communications.
- **Directed multisite HR activities** including Employee Relations, Organizational/Team/Individual Development and Training across HQ and 125 global affiliates. **Reduced number of EEOC, DOL and state claims to zero.**
- Led the selection and implementation of a peer-to-peer HRIS solution **and engaged 99% of this 250-associate organization in the annual employee survey** via creative incentives, communications and 1:1 dialogue.
- Increased donor base via a large-scale diversity training initiative, and **spearheaded a new hire onboarding plan that drove faster cultural integration.**

Xxxxxxxxx • ORGANIZATIONAL DEVELOPMENT MANAGER

Year–Year

As first Organizational Development Mgr., spearheaded **ground-up development of career mapping tools, management onboarding and a Corporate University key** to retention + talent development across 35K HQ, U.S. and Mexico store and franchise associates.

- Designed and delivered a **formal mentoring and succession planning initiative** for high-potential leaders and executives of this company recognized as a “Best Place to Work.” **25% of candidates promoted within 8 months.**

Xxxxxxxxx Training Solutions • HR ADVISOR

Year–Year

Built business based on word-of-mouth reputation for **Employment Law, HR Communications and Leadership Coaching expertise;** provided HR training to >125 organizations spanning manufacturing, retail, finance, banking, construction, utilities and call centers.

- **Decreased turnover, increased revenues and profitability** via a strategic leadership development initiative rolled out to distribution center and store managers of a 15,000+ employee retail organization with employer-of-choice aspirations.
- Developed and facilitated nationwide **State and Federal employment law management training to drive disruption-free compliance.** Provided Six Sigma training to managers of FEMA in the wake of Hurricane Katrina

ADDITIONAL LEADERSHIP EXPERIENCE

Xxxxxxxxx Hotel Group • GENERAL MANAGER – HR + OPERATIONS

As go-to for struggling properties, led HR functions including **compensation, benefits enrollment, HR investigations, employee relations, recruiting, talent development, performance management and recruiting** for this hotel management firm.

- **Reversed customer satisfaction 21% and revenue losses to earn \$256K** for property in decline via a **targeted performance management strategy.** Directed activities of 75 to 225 exempt, non-exempt and union associates. Full P&L accountability.

Xxxxxxxxx • RESTAURANT MANAGER

Earned distinction as the Xxxxxx Manager of the Quarter-Midwest Region, Area Director of Wine Training, and achieved top scores on Guest Satisfaction and Employee Opinion Surveys.

CERTIFICATIONS

Senior Professional in Human Resources (SPHR)
Certified in Healthcare Compliance (CHC)

INDUSTRY AFFILIATIONS

Society of Human Resources Management (SHRM)
Healthcare Compliance Association (HCA)

EDUCATION

M.S. Management Sciences | UNIVERSITY OF TEXAS AT DALLAS

B.A. Business | MICHIGAN STATE UNIVERSITY