

## SR. HR CONSULTANT

### Executive Profile

Ambitious Human Resources professional who creates strategic alliances with organization leaders to effectively align with and support key business initiatives. Possess the ability to build and retain high performance teams by hiring, developing and motivating skilled professionals. A results-oriented Human Resources Professional with demonstrated ability to deliver mission-critical results, with an entrepreneurial attitude offering outstanding presentation, communication and cross-cultural team management skills.

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### Skill Highlights

- Proficient in Microsoft Word Suite (Word, PowerPoint, Excel, Outlook and Access)
- Kronos Timekeeper
- Hyperion
- PeopleSoft
- Project Management
- Leadership/Communication Skills
- Employee Relations
- Market research and analysis

### Core Accomplishments

#### *Project Management:*

- Initiated "Caught You Serving" program to recognize and highlight employees and departments who exceeded patient outcome goals and provided exceptional customer service. This program resulted in a 33% improvement in patient satisfaction scores over a 180 day period.
- Assisted Executive Team with aligning departments to reduce service redundancy and utilizing untapped resources to create billable services.
- Through job redesigning, reduced total compensation budget by \$400k.

#### *Human Resources:*

- Spearheaded new healthcare provider program which increased retention by 22%, with overall 93% retention rate.
- Instituted monthly HR file audit to ensure compliance and accuracy of approximately 575 FTE's and 63 subcontractors employee files.
- Reviewed and revised employee handbook to address redundant employee issues which resulted in 25% reduction in TWC claims.

#### *Staff Development:*

- Launched well-received program of professional development courses for all staff.
- Mentored and coached employees resulting in a 20% increase in productivity.
- Developed competency map per each job family to improve performance evaluation.
- Reduced turnover by 15%.
- Negotiated benefits for 575 FTE's in the wake of Obamacare.

### Professional Experience

Company Name City , State Sr. HR Consultant 01/2014 to Current

- Spearheaded Coach One Project , resulting in a 50 % increase in revenue.
- Accountable for attracting and retaining including overall customer satisfaction.
- Created new revenue streams through business owner surveys .
- Generated new business through networking with local Chambers and business referral groups .
- Increased profits by 60% in one year through restructure of business line.
- Strengthened company's business by participating in speaking engagements.
- Developed and directed strategy for launch of new product that landed 1st customer in 60-90 days post-launch.

Company Name City , State Director of Human Resources 01/2013 to 06/2014

- Administered policies relating to all phases of human resources activity.
- Identified legal requirements and government reporting regulations affecting human resources functions and ensures policies, procedures, and reporting are in compliance.
- Recruited, interviewed, and selected employees to fill vacant positions.
- Planned and conducted new employee orientation to foster positive attitude toward the lab's goals.
- Maintained records of personnel transactions such as hires, promotions, transfers, performance reviews, terminations, and employee statistics for government reporting.
- Coordinated management training in interviewing, hiring, terminations, promotions, performance review, safety, HIPAA, and sexual harassment.
- Advised management in appropriate resolution of employee relations issues.
- Responded to inquiries regarding policies, procedures, and programs.
- Administered and maintained records of benefits programs such as life, health, dental and disability insurances, pension plans, vacation, sick leave, leave of absence, and employee assistance.
- Investigated accidents/incidents and prepared reports for insurance carrier.
- Prepared budget of human resources operations.
- Prepared employee separation notices and related documentation, and conducted exit interviews.

- Created and maintained job descriptions.
- Developed and maintained a human resources system that meets Executive Management's needs.
- Managed affirmative action and equal employment opportunity programs.
- Ensured employee adherence to company policies and practices including, but not limited to, issues of client confidentiality, and ethical and legal behavior.
- Strategic business partner with CEO to streamline costs, increase efficiency, while maximizing benefits to all stakeholders.
- Collaborated with Administrators and Director of Nursing on project to reduce hospital readmission for at-risk patients.

Company Name City , State Human Resources/Education Instructor III 01/2009 to 11/2012

- Forecasted customers' needs by utilizing Need Assessments of assigned departments to plan, design, develop, implement, and evaluate educational programs.
- Developed Leadership and Management/Supervisor level courses as well as track pre-course and post-course progress.
- Facilitated New Hire and Leadership Orientation.
- Instructed all Mandatory Classes required by Harris County Hospital District and the Federal Government and update policies in real-time.
- Organized logistics for course offerings.
- Instructed CPR, SAMA, and Driver's Safety courses for Harris County Hospital District.
- Collaborated with interdisciplinary team members to develop hospital-wide workshops/seminars and provide applicable training and/or coaching.
- Prepared statistical analysis on course evaluations for all educational offerings and revise programs according to Performance and Program Improvement initiatives.
- Liaised with VP of Human Resources to meet Joint Commission's Guidelines and Survey Readiness for the Human Resources Department.
- Project Manager for Harris County Hospital District's Literacy and ESL Initiative.
- Collaborated with Harris County's LBJ Hospital's Administrator on a Hospital Readmissions Project to reduce costs and improve patient outcomes.
- Developed a 14-week course for employees to utilize as a resource for obtaining and improving core supervisory competencies.
- Developed a "Let's Break for Customer Service" series of classes for clinic Administrators.

Company Name City , State Administrative Manager 07/2007 to 09/2008

- Responsible for human resource management of staff including recruitment, selection, wage determination, promotions, employee relations, explanation of benefits, disciplinary actions, credentialing, and performance appraisals.
- Managed and reconciled faculty's research grant accounts, PRS Funds, and Kronos Timekeeper as well as communicated balances on a monthly basis.
- Collaborated with faculty to ensure compliance, training, and institutional and departmental goals were met.
- Analyzed data and reported results in monthly meetings.
- Prepared, justified, administered, and monitored budgets for section.
- Provided budgetary and financial reports as well as analysis of over/under budget detail for assigned projects and cost centers.
- Approved RFPs, travel, check reimbursements, acquisitions, and leave requests for section.
- Prepared weekly clinic, lecture, Grand Rounds, and on-call schedules for clinical and research faculty to ensure effective and efficient patient care.
- Developed and ensured accuracy of grant proposals, budgets, RFP's, and contractual agreements.
- Ensured the integrity and confidentiality of department records and confirmed that the faculty and staff were in compliance with internal controls, HIPPA, Joint Commission, and other privacy regulations.
- Collaborated across all sections on special projects.

Company Name City , State Media Specialist 08/2005 to 07/2007

- Taught Research Techniques to Grade School and Middle School students.
- Prepared budgets for circulation and guided superintendent and principal in the selection and acquisition of materials and equipment.
- Provided effective leadership in developing, implementing and evaluating plans for a comprehensive school media program.
- Responsible for the department's operational functions, training of students, faculty and staff on utilization of new and existing online resources.
- Position held while completing MBA.

Company Name City , State Business Unit Vice President / Human Resources Branch Manager 01/2000 to 03/2005

- Liaised with the Executive Vice President of Global Oil & Gas and Power, a team of Relationship Managers, representatives and customers through strong communication, critical thinking and interpersonal skills in an effort to deliver effective and efficient products to clients.
- Created reports and presented to Executive Management such as Annual Budgets, Client Risk Management Reports, Monthly/Quarterly Revenue Expense Reports, Revenue Forecasting, Doubtful Debtor Reports, presentations, financial spreadsheets, analytical/statistical and ad hoc reports.
- Acted as primary contact for RFPs, internal and federal audits and advised Branch Manager of recommendations to maintain compliance.
- Conducted employee performance appraisals, mid-year reviews, compensation, employee relations, bi-weekly time approvals, promotions, new hire orientation, wage determination, filing I-9s, annual mandatory training, employee screening, explanation of benefits, coaching, and training and development.
- Developed and administered Leadership and Sales Training in conjunction with outside vendor.

- Functioned as Project Manager on various local and global projects and responsible for creating and presenting analytical reports on the project.
- Assessed training needs of staff and ensured efficient training timelines were met (via internal or external sources).
- Coordinated confidential meetings for Executive Management.

Company Name City , State Bank Officer 10/1998 to 01/2000

- Trained Relationship Bankers globally in manipulating the bank's internal software (CIDAR) to ensure efficient marketing and tracking of clients' progress on a monthly and annual basis.
- Coordinated Regional and Global Account Planning and internally published results to Executive Management.
- Created and implemented databases for storing quantitative data related to top-tier clients and Industry Planning North America.
- Trained Business Development Coordinator, Executive Assistants, and contractors.
- Selected to assist in the restructuring of the bank in conjunction with consultant firm.

Company Name City , State Human Resources Consultant 09/2008 to 01/2009

- Assisted with the coordination of the Employee Satisfaction Survey (YOU COUNT) and generated statistical reports for Executive Leadership.
- Collaborated with physicians to develop and coordinate the Physician Satisfaction Survey and generated statistical reports to Executive Leadership.
- Delivered the FISH Philosophy and State required sections of New Employee Orientation.
- Coordinated and generated reports on the Leadership Development Courses ROI Work Projects.
- Facilitated Leadership Orientation on campus and at CMC sites.
- Assisted department with UTMB Recognition Events (Service Awards and GEM Program).
- Collaborated with UTMB Recruiters to facilitate Job Fairs and classes (i.e. Resume Writing, Interviewing and Job Search) for employees whose employment was affected by Hurricane Ike.
- This position eliminated due to aftermath of Hurricane Ike).

#### Education

Doctorate of Business Administration : Leadership December 2016 Walden University , City , State Leadership

Master of Business Administration : Finance May 2006 University of St. Thomas , City , State Finance

Bachelor of Science : Political Science Business Management August 1990 Texas A & M University , City , State Political Science Business Management

#### Professional Affiliations

- American College of Healthcare Executives (ACHE)
- Society for Human Resources Management (SHRM) - National and Bay Area Chapter
- Association for Talent Development
- HR Houston
- AMOCO Select Business Partners
- Rotary of League City
- Clear Lake Chamber of Commerce
- League City Chamber of Commerce (Ambassador Member)
- Texas City/La Marque Chamber of Commerce
- Bay Area Houston Economic Partnership Alliance (Small Business Committee; BAHEP Cares for Veterans)

#### Skills

- Proficient in Microsoft Office and HRIS systems.
- Extensive HR experience including strategic talent acquisition, orientation, benefits, compensation, employee retention, training and development, employee relations, labor laws, and implementing compliance, policies and procedures.
- Expertise in management, analysis, researching market trends, performance improvement, and forecasting.
- Excellent interpersonal, coaching, and conflict resolution skills.