

Human Resources Executive

*Driving Leadership Development and Employee Engagement to Achieve
Exceptional Organizational Results*

Superior problem-solving skills and an outstanding ability to assess and mitigate organizational risk. Highly effective in influencing leaders to consider alternative solutions to the organization's most pressing challenges.

Well-documented record of developing a pervasive learning and employee engagement culture. Extensive experience in both union and non-union environments in the service and manufacturing industries.

- » **Lead** strategic planning efforts to ensure HR goals are aligned with corporate mission, budgets, and financial / operational targets.
- » **Drive** continuous improvement with award-winning hiring practices that are inclusive and comprehensive—resulting in high-performing, low-turnover teams that exceed all metrics.
- » **Collaborate** cross-functionally to serve as a valued business partner.

Areas of Expertise:

Change Leadership
 Conflict Resolution
 Strategy & Risk Analysis
 Turnover Reduction
 Employee Relations
 Organizational Development
 Staffing & Succession Planning
 HRIS
 Impact & Cost Analysis
 Business Planning
 Learning & Development
 Onboarding Design

Professional Experience

National Foodservice | Atlanta, GA

January 2010–Present

Second-largest food distributor in U.S., with 25,000 employees.

REGIONAL HUMAN RESOURCES BUSINESS PARTNER

Drive leadership development and strategic planning with senior executives; collaborate with local HR teams on recruiting, employee relations, and policy development /enforcement for 1,800+ employees.

Executive Coaching:

- Conducted talent assessment of all leaders within first 90 days; also collaborated with leaders to develop plans for high-potential employees including training, coaching, and on-the-job experience.
- Coached VP regarding an underperforming director—providing critical tools to clarify expectations and measure progress.
- Guided VPO through a departmental reorganization that resulted in enhanced productivity.

HR Leadership:

- Played key role in creating Human Resources Business Partner Group, which transformed HR structure from decentralized and transaction-focused to shared services.

VICE PRESIDENT OF HUMAN RESOURCES (2012-2014)

Promoted to one of National's largest facilities, with 600+ employees including 350+ unionized warehouse and transportation employees, 175+ outside sales force, and administrative support personnel. Maintained relationships with 5 unions. Selected to be regional diversity trainer.

Company-Wide Leadership:

- Launched Go Green Team and attained Green Certification for company, which gave sales force a powerful selling tool with customers ranging from Disneyland to local businesses.

HR Leadership:

- Implemented new leave policy to manage absences more effectively and remove burden of tracking from managers.
- Reduced worker compensation reserves \$1.5 M in 1 year through a combination of safety initiatives and partnering with medical groups and claims adjustors to resolve claims more rapidly.
- Partnered with sales VP to change recruiting approach to source a more qualified and diverse pool of new hires, which increased sales and improved market share.

Union Relations:

- Achieved long-term wins including breaking and creating practices during non-negotiation years in anticipation of next negotiation year.
- Reduced number of clerical titles and classifications and blurred delineation of tasks, which resulted in greater efficiency, opportunities for cross training, and workforce reduction.

DIVISION VICE PRESIDENT OF HUMAN RESOURCES (2010-2012)

Promoted to VP with 175 non-unionized warehouse staff and unionized drivers, as well as 150 administrative staff. Managed all 800-call complaints for the region.

Union Relations:

- Prevented a formal union campaign by warehouse group, which resulted in significant bottom-line increases, as non-union facilities average 1.5% higher EBITDA.
- Slashed union grievance filings 45% by conducting effective union contract management and ensuring meticulous documentation.

Training & Culture:

- Implemented an extensive training and development program focusing on managers first and then hourly workforce in subsequent years.
- Transformed corporate culture with new customer values campaign.

Cannon Mills Cabinets | Atlanta, GA

2006-2010

Family-owned kitchen cabinet manufacturer, supplying home improvement centers such as Lowe's.

CORPORATE HUMAN RESOURCES DIRECTOR

As HR leader for 500-associate operations in 3 states, managed entire spectrum of HR, including policy development, benefits negotiations, employee relations, and recruitment.

- Won formal union campaign, which allowed newest and largest facility to operate non-union.
- Developed and introduced a compensation and promotion program for manufacturing-line positions based on market research data, which improved ability to recruit and retain top talent.
- Initiated and managed training-grant program that included management development and personal skills for hourly workers.

Education & Credentials

University of Minnesota – Minneapolis

BACHELOR OF SCIENCE (BS), MANAGEMENT & FINANCE

Senior Professional in Human Resources (SPHR)

Certified Labor Relations Professional (CLRP)

Development Dimensions International Certified Trainer