

Human Resources Executive

Driving Leadership Development and Employee Engagement to Achieve Exceptional Organizational Results

Exceptional 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.

Professional Experience

National Foodservice, Inc., Atlanta, GA 2010-Present
Second-largest food distributor in the U.S., with 25,000 employees.

Regional Human Resources Business Partner, Southeastern U.S. (2014-Present)

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

Division 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 five unions. Selected to be a regional diversity trainer.

Company-Wide Leadership:

- Launched an affinity group—Women in Foodservice—that helped develop and retain women.
- Launched a Go Green Team and attained Green Certification for the company, which gave the sales force a tremendous selling tool with customers ranging from Disneyland to local businesses.

HR Leadership:

- Implemented a new leave policy to manage absences more effectively and remove the burden of tracking from managers.
- Reduced worker compensation reserves \$1.5 M in one 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 the next negotiation year.
- Reduced number of clerical titles and classifications and blurred delineation of tasks despite union resistance, which resulted in greater efficiency, opportunities for cross training, and workforce reduction.

National Foodservice, Inc., *continued*

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 the 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 the hourly workforce in subsequent years.
- Transformed corporate culture with a 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 three states, managed entire spectrum of HR, including policy development, benefits negotiations, employee relations, and recruitment.

- Won a formal union campaign, which allowed the 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 a training-grant program that included management development and personal skills for hourly workers.

Education & Professional Development

University of Minnesota – Minneapolis

Bachelor of Science in Management & Finance

Senior Professional in Human Resources (SPHR)

Certified Labor Relations Professional (CLRP)

Development Dimensions International Certified Trainer

Professional Affiliation

Taught SPHR/PHR prep course at Georgia State University

Society for Human Resource Management (SHRM)

Women's Foodservice Forum