

## Human Resources Business Partner

HR Consulting ■ Professional Development ■ HR Communications ■ Employee/Affinity Programs

Human Resources professional, initiator of widely adopted HR policies, and programs, and leader of HR programs and projects. Strategic, high-energy leader revolutionizing HR functions of rapid growth companies through strategic communications, culture-changing program development, diversity, equity, inclusion, and belonging (DEIB) advocacy across all sectors.

### Profile

- ✓ Trusted and sought after by business leaders for ability to handle sensitive and confidential information with tact, diplomacy, and discretion.
- ✓ Advocate for diversity, equity and inclusion, ethical outcomes, and culture-building initiatives.
- ✓ Superior communicator, clear-eyed and tactful in strategic decision-making and conveying corporate messaging.
- ✓ Human resource experience spanning benefits administration and employee relations to policy development, risk mitigation, compensation, and performance management.

### Signature Competencies

Program Management & Development  
Professional Development  
Diversity, Equity, Inclusion & Belonging (DEIB)  
Transformation & Change Management  
Human Resources Management  
Policy & Procedure Development  
Strategic & Executive Communications  
Performance Management  
Employee Engagement & Retention

## Professional Experience

ABC CO. | New York, NY  
PEOPLE SPECIALIST & HR BUSINESS PARTNER

2021 to Present

Provide HR support and advisory to technology group client group of 100+ globally distributed managers and 2,000+ direct reports on all aspects of HR policy, employee relations, and proactive risk mitigation of HR and unintended diversity-related matters during period of rapid company growth. Guide multi-level staff through complex performance discussions, establishing career roadmaps and creating objective, culture-forward solutions.

**SCOPE:** HR Policy ■ Project & Program Management ■ People Strategy ■ Internal Communications ■ Companywide Intranet Maintenance ■ Performance Management ■ Employee Relations ■ Diversity & ■ Career Mapping

- Maintained companywide intranet and **established knowledge database that documented all HR processes**, policies, programs, and tactical how-to guide and optimized HR content portal with a single, go-to resource for HR/workplaces team.
- **Authored internal communications and change management plans** that ensured effective delivery of key messages, communication of large-scale companywide updates, and dissemination of HR policies.
- Directed team meetings, expanded disability accommodations, terminated employees using empathetic decisiveness, and coordinated performance management through **1:1 managerial coaching and direct employee communication**.
- **Secured peer and three-month feedback** from new managers as project leader of 360 review program.

XYZ SOLUTIONS | New York, NY  
HR GENERALIST (2019 to 2021)

2016 to 2021

HR liaison and support to client group of 2,500+ on policy, compensation, development, performance management, benefits, COVID-19, and employee relations concerns/initiatives. Hand-selected as owner of exit interview and reporting process.

**SCOPE:** Employee Engagement Programs ■ Exit Interview ■ Mentor to 3 ■ Workplace Programs ■ Performance Improvement Plans ■ Diversity & Inclusion Programs ■ Data Analysis & Reporting ■ Training & Development ■ Staffing

- Tapped by over 10 business leaders to **customize employee engagement programs** for building trust, decreasing burnout, and developing job ladders/career roadmaps.
- Surpassed colleagues by completing the **highest number of completed performance improvement plans (PIPs)** that included a communications structure later adopted for use by peers.

- **Lowered real estate division turnover** from 27% to 17% by launching employee retention programs and updating exit questions for gaining diversity, equity, inclusion, and belonging (DEIB) insights.
- **Elevated employee engagement by >29%** within six months after deploying an employee recognition program ultimately adopted by five internal groups.
- **Sparked succession planning discussions with top leaders** and coached managers in utilization of 9-block grids and broadening thought leadership around employee performance and potential for creating long-term roadmaps.
- Instituted a workplace wellness program that **heightened employee mentoring and emphasis on workplace values**, offering both 1:1 consulting tools and resources and self-serve options for less social employees.
- Directed listening/feedback programs, incorporating 360 reviews, annual employee engagement and pulse surveys, and stay/exit interviews and translating results into HR programs that **boosted employee satisfaction scores >5% YOY**.
- **Project managed company-wide leadership training, focus groups, and people programs**, leveraging existing resources to build rewards and recognition programs for struggling business areas.
- **Implemented HR-lead manager capability training** for new business groups while consulting with cross-functional business leaders on developing successful culture-forward programs.

#### SENIOR HR PROGRAM COORDINATOR – DIVERSITY & INCLUSION (2018 TO 2019)

Consulted with directors and senior leadership in providing end-to-end diversity and inclusion program ideation, scoping, implementation, and launch support and analysis. Served as community manager and HR liaison for 10 primarily race- and ethnicity-based employee resource groups (ERG).

- Attracted 150-175 participants to the CEO-mandated, first-ever cross-functional mentorship program, **boosting internal mobility satisfaction scores by 6% YOY**, capturing >120% higher interest in second program, and expanding internal participation in community-building events by 19%.
- **Created diversity recruiting toolkit** featuring 10,000 search terms that equipped management with insights and tools for discussing diversity, inclusion, equity, and belonging as well as performance, interpersonal conflict, microaggressions, and uncomfortable meeting topics.
- **Led diversity and inclusion event celebrations** as well as Veteran's Day, Indigenous Heritage Month, Women's History Month, and other similar happenings. Kept HR team abreast of culturally significant holidays.
- Absorbed insights from leaders at T-Mobile, Amazon, Ernst and Young, and other companies at a disability symposium at Microsoft. **Brainstormed with HR employees statewide on inventive inclusion practices** for staff with various disability levels.

#### CUSTOMER SUCCESS SPECIALIST – PARTNER PROGRAM (2017 TO 2018)

Spearheaded onboarding, training, and engagement for 750+ partner agents on the West Coast generating \$5M+ in revenue. Built solid strategic alliances with partner agents, representing their interests and innovating solutions to combat issues.

- **Overhauled communication strategy**, refining focus on customer experience and insight gathering.
- **Strengthened regional NPS** by 12 within first six months of launch.

#### PARTNER PROGRAM COORDINATOR (2016 TO 2017)

Vetted 300+ daily tour requests, ensuring legitimacy and curating agent-customer pairings through front-line management of incoming questions and customer resolution management/de-escalations. Mentored entry-level staff on career paths, advocating as necessary for strong candidates and stepping up as interim manager as dictated by business needs. Oversaw largest group of partner agents—20% more than colleagues—in a seven-state region due to high revenue growth, rating improvement, and satisfaction survey rating.

- **Assisted with onboarding of Zendesk and Confluence** as IT liaison.
- **Boosted customer satisfaction (CSAT) scores by 13%** through ground-up buildout of a self-help database with 50+ customer-facing email templates and process guides.
- **Elevated net promoter score (NPS) by 15%** for customer agents after introducing survey and check-in processes in personally supervised regional markets; process subsequently mandated for use by other markets.

## Education & Professional Development

**Master of Communication in Communication Leadership Candidate** | University of College – New York, NY  
Organizational Communication and Content Strategy Concentration (expected 2023)

**Bachelor of Arts, English Literature and Communication** | University of College – New York, NY

**Human Resources Management Certification** | University of College – New York, NY

**Technical Skills:** Workday ▪ Zendesk ▪ Tableau ▪ Salesforce ▪ Quantum ▪ Microsoft Suite ▪ Google Tools ▪ Photoshop ▪ CultureAmp



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