

EXPERIENCED AND INNOVATIVE HR LEADER

QUALIFICATIONS SUMMARY

* **Innovative Professional** with extensive human resources and compliance experience. * **Certified Mediator and Arbitrator** - resolution facilitator * **Proactive Leader** with refined business acumen and exceptional people skills. * **Strategic Thinker** in recruiting/hiring processes, succession planning, employee relations/labor relations, performance management, benefits administration, training and development, compliance, rewards and recognition. * **Expertise** in strategic planning. * **Proven Ability** to effectively handle multiple tasks and drive for results. * **Superior** oral/written communication, intuitive, interpersonal, customer service, organizational and leadership skills. * **Quick study** with ability to easily grasp and implement new ideas, concepts, methods and technologies. * **Change agent** turnaround specialist with emphasis on culture transformation and creating environment of accountability.

CAREER TRACK

CERTIFIED MEDIATOR/ ARBITRATOR

CLUSTER and IMCR Mediation Centers, Bronx, New York, 2007 – Present
UNIFIED COURT SYSTEM – NINTH JUDICIAL DISTRICT
EEOC New York District Office

Mediate workplace and community disputes referred by Westchester, Rockland and Bronx County courts.
Arbitrate Attorney-Client Fee Disputes.

VICE PRESIDENT – CHIEF HUMAN RESOURCES OFFICER

Morris Heights Health Center, Bronx, New York 2007 - 2009

Morris Heights Health Center is a freestanding Article 28 licensed and federally qualified community health center with an annual budget in excess of \$30 million providing comprehensive ambulatory services to 55,000 individuals with 150,000 annual visits. Oversight of the entire human resources function for the organization consisting of 400 + employees to assure that all personnel and human resources functions, programs, systems and processes support successful execution of Morris Heights Health Center (MHHC) strategies. The scope of the work included, but was not limited to ensuring regulatory compliance and competitive salary levels by overseeing the design and development of compensation strategy and programs; negotiated, directed the administration of benefit programs; evaluated and recommended improvements to benefits programs; mediated workplace disputes, developed and evaluated procedures and technology solutions to improve human resources data management; recommended and maintained an organizational structure and staffing levels to accomplish company goals and objectives; evaluated company culture and provided recommendations on changes to accomplish company goals and objectives; developed and managed annual budgets for the division and performed periodic cost and productivity analyses; recommended and established company policies and procedures; worked with CEO, executives, division heads, managers and organization staff to develop strategic business plans for the company; established and implemented short and long range departmental goals, objectives, policies and operating procedures. As a member of the Executive Team, I contributed to the MHHC strategic and business planning, priority setting, decision making, and represented and expressed the values of the organization.

Accomplishments

- Refined **Recruitment and Selection** process and reduced annual turnover as follows:
2008-23% to 16%; 2009- YTD -3.4%
- Enhanced **HR technology**/data management systems;
- Negotiated **Benefits Program** with 2.3% increase compared to previous year at 17% at annual cost savings of \$265,000; New benefits program includes EAP services, Convenience services, and VIP Benefits call center;
- Developed and facilitated **New Leader Skills Training**;
- Served as in-house **Mediator** for employee relations issues;
- Created corporate **Recognition and Rewards** programs;
- Implemented **Market-Based Pay Salary** Program;
- Spearheaded **Service Excellence** initiative.

PERSONNEL DIRECTOR, NETWORK HUMAN RESOURCES/LABOR RELATIONS

Generations +/Northern Manhattan Health Network - Health and Hospitals Corporation New York, New York 2005 - 2006

Assisted Senior Executive Director – Network Human Resources in restructuring of all departments within Network Human Resources. Managed, supervised, coordinated, and evaluated network HR divisional processes for 8000 employees. Provided recommendations and direction to HR leadership staff concerning proposed projects and related programs. Assisted Senior Executive Director in the strategic planning as it related to departmental operating plans, programs, procedures to implement HR goals and objectives. Assisted in the development, delivery and implementation of employee policy and programs. Partnered with operational leadership and unions (DC 37, NYSNA, Doctor’s Council, SEIU, CWA, IBT and associated locals) to develop strategies to ensure positive employee relations. Acted as consultant to leaders, (operational and HR), in assessing performance of staff, managing disciplinary issues and identifying employees with leadership potential. Assisted in creating training and development plans for HR staff with focus on enhancing leadership skills and increasing staff retention. Served as primary support to network Labor Relations Department. Assisted the Senior Executive Director in the management and coordination of processes for Regulatory Compliance-Joint Commission Accreditation Standards (JC). Assisted in the development of HR budget, allocation of funds based on studies of costs and expenditures.

Accomplishments:

- Reorganized/Restructured ***Network Labor Relations Department***.
- Led Labor Relations Officers in handling all disciplinary cases for the Network;
- Managed a staff of 12 employees;
- Instrumental in creating panel to review and take immediate action with problematic ***Background Investigations cases for the Network***.
- Created panel to review network leaves of absence requests.
- Created and delivered ***Performance, Conduct and Competency Training*** for Network Directors, Managers, and Supervisors (694).
- Authored, implemented and trained staff on the following policies: ***Network Absence Control Policy, Network Call-In Procedures Policy, Network Employee Performance and Conduct Policy, Network Workplace Incidents Protocol Policy, Network Human Resources Internal Operating Procedures. Employee Arrest Policy, HR Confidentiality Policy.***
- Served as HR representative on the network ***Workplace Violence Committee***.

PROGRAM MANAGER, EQUAL OPPORTUNITY – INVESTIGATIONS AND CORPORATE COMPLIANCE PROGRAMS, 2004 – 2007; Delta Air Lines, Inc., JFK International, Queens, NY/ATL Hartsfield-Jackson International, Atlanta, Georgia, / Pan American World Airways, JFK International, Queens, NY 1979 – 1991;

Responsible for managing all aspects of corporate policies, programs, and guidelines which govern employee behavior for 80,000 employees. Assisted in the development, delivery and implementation of employee policies and programs. Ensured consistent and equitable administration of policies and programs across all business units, serving as a dedicated resource to leaders and HR professionals. Managed and responsible for the Office of Federal Contract Compliance (OFCCP) on-site reviews. Provided guidance for all administrative action decisions up to and including recommendations for termination of employment. Provided ongoing development of the corporate administrative action system, including eLearning training, classroom professionalism leader training, and facilitating specific case study forums for business units. Coordinated and/ or conducted all investigations on a system-wide basis involving, but not limited to, claims of harassment or discrimination. Served as the HR primary point of contact for the Corporate Compliance program and ensured all investigations were thorough and completed in a timely fashion. Served as an HR representative on the workplace violence task force.

HUMAN RESOURCES BUSINESS PARTNER, 2001 to 2004

Directed all human resource functions for 3000 non-union, in-flight employees based at JFK, LaGuardia, Newark and Logan Airports. As a generalist, provided leadership and support to a team of 2 directors and 40 managers, regarding all aspects of recruitment, training and development, employee relations, benefits, compensation and performance evaluation. Determined compensation for new managers and advised management on salary increases and promotions for staff. Educated management on benefit programs and support team in rolling out new benefit programs to employees. Utilized extensive knowledge of law and corporate human resource policies to guide management in minimizing risk exposure and ensuring legal compliance of employment practices. Collaborated with the Legal Department in the management of termination, harassment and discrimination cases. Managed internal recruitment activities from initial screening of applicants through the interviewing and hiring process. Created training and development plans for management with a focus on increasing employees' leadership skills and enhancing staff retention. Maintained a high level of visibility to staff. Advised managers in assessing the performance of staff, managing disciplinary issues and identifying employees with management potential. Partnered with managers to develop strategies and tactics to ensure positive employee relations. Interacted with corporate human resources team to develop and launch new employment policies and procedures.

Accomplishments:

- Appointed to serve on the company-wide ***Criminal History Records Checking Board***.
- Instrumental in creating a new ***Administrative Action Policy*** for the In-Flight Service Department.
- Designed and implemented the ***first structured Investigation Policy*** for management.
- Instituted a ***Management Exit Survey System*** to reduce increasingly high employee turnover rates.
- Created the divisional ***Leadership Development Program*** for new and incumbent leaders.
- Appointed to serve on corporate committee to revise ***Conflicts of Interest Policy***.

FIELD SERVICE MANAGER, 1991 to 1995; 1997 to 2001

Supervised and conducted evaluations of 250+ employees. Provided coaching, counseling, rewards and recognition to union/non-union employees. Formulated recommendations for employee promotions, suspensions and terminations of employment. Represented company at grievance hearings. Provided orientation to new hires and monitored performance of staff during initial and disciplinary periods. Collaborated with in-house Employee Assistance Program professionals when necessary to aid employees with coping with sensitive situations. Organized and facilitated seminars to disseminate company updates to total staff of 2000+ employees. Monitored compliance with union contract and labor relations policies. Participated in grievance hearings. Maintained personnel files and regulatory agency requirements. Resolved compensation/benefit issues. Conducted investigations of reports concerning negative customer and co-worker correspondence. Conducted quarterly flight assessments of front-line staff. Monitored employee compliance with corporate appearance standards. Interviewed applicants for new positions, promotions, special assignments. Provided mentoring to direct reports and co-workers. Conducted training and development sessions for direct reports and co-workers.

EDUCATION

JURIS DOCTOR BAR ADMISSION - CONNECTICUT

Pace University School of Law, White Plains, NY

MASTER OF SCIENCE HUMAN RESOURCES MANAGEMENT

Long Island University Mercy Graduate Center , Dobbs Ferry, NY

Honors : Delta Mu Delta National Honor Society in Business Administration

BACHELOR OF SCIENCE

Fisk University, Nashville, TN

Major: Management **Minor:** Economics

NOTABLE TRAININGS

ARBITRATOR TRAINING

PART 137 Attorney –Client Fee Dispute Resolution Program

MEDIATION TRAINING

CLUSTER - Westchester Community Mediation Center

MEDIATION INTENSIVE TRAINING

The Center for Mediation in Law

EEOC MEDIATION TRAINING

EEOC New York District Office

PROFESSIONAL AFFILIATIONS

Fairfield County Bar Association • City Bar of New York • Society for Human Resource Management • WHRMA (Westchester, NY Chapter of the Society of Human Resource Management) • Association of Healthcare Human Resources Administrators of Greater New York (AHHRA)

Proficient in standard business software applications (Word, Excel, Outlook and PowerPoint); ADP HR applications.