

JULIETTE MARSHALL

29 Alpha Place • New Rochelle, NY 10805 • 917-705-8089 • juliette_marshall@verizon.net • <http://lnkd.in/DjrAHt>

SUMMARY OF QUALIFICATIONS

Experienced HR Generalist/Staffing Specialist with strong communication and interpersonal skills. Self-directed team player with proven ability to develop and sustain relationships with staff and management at all levels. History of providing seamless global execution in achievement of business objectives with over 15 years of professional business experience.

- Human Resource Management
- Talent and Performance Management
- Career Development/Coaching/Mentoring
- Problem Solving/Investigations/Issue Resolution
- Orientation and Onboarding
- Change Management
- Project and Program Management
- Workforce Planning and Capacity Management

PROFESSIONAL EXPERIENCE AND ACCOMPLISHMENTS

MASTERCARD WORLDWIDE – PURCHASE, NEW YORK

DECEMBER 2005 – APRIL 2011

Program Manager, Human Resources, MasterCard Marketing & Communications (2010 – 2011)

Program Manager, Human Resources, MasterCard Advisors (2008 – 2010)

Human Resources Generalist supporting evolving business units to achieve business objectives including, but not limited to reorganizations, workforce planning, career management, HR budget management, talent acquisition and mobility programs.

- Partnered with internal HR Centers of Excellence to provide robust and effective talent management and career development programs for designated customer groups
- Twice awarded **MasterCard SPOT (Superior Performance and Outstanding Teamwork) Award** for developing and implementing initiatives related to improving public speaking (2009) and leadership diversity (2010)
- Earned **MasterCard HEART (Highlighting Excellence And Recognizing Teamwork) Award** in 2010 for outstanding performance related to Advisors Reorganization which was a major business effort establishing framework for future Advisors business
- Significantly improved forecasting of Advisors' \$110 million personnel costs by collaborating with Advisors Finance on design of a new forecasting model which has been validated by accuracy variances significantly below corporate goal
- Key contributor to newly established college recruiting program designed to infuse new junior level talent into consulting practice enabling creativity and innovation to permeate organization through perspective of new generation
- Selected in 2009 by Talent Management team to serve as formal employee mentor for newly established Mentoring at MasterCard® program designed to establish and facilitate mentor/mentee relationships throughout organization
- Managed and maintained employee data in corporate HRIS system and provided detailed reporting and analysis of workforce data used to identify resource gaps and enhance business performance

Leader, Resource Management, MasterCard Advisors (2005 – 2008)

Operations Specialist recruited to co-manage newly created Resource Management function established to design, implement and manage a global centralized staffing function while providing advisory and career management services.

- Designed, implemented and facilitated multi-purpose orientation and onboarding program enhancing new employee experience and empowering staff to productively contribute to established goals and objectives within first six weeks of employment
- Twice earned **MasterCard Customer Service Gold Award** for excellence in project management and collaboration related to Advisors Engagement Management System Implementations Phase I (2006) and Phase II (2007)

CITY OF NEW ROCHELLE – NEW ROCHELLE, NEW YORK**MARCH 2003 – OCTOBER 2005****Office Manager, Department of Parks and Recreation**

Office Manager for busy public office responsible for customer service staff supervision and collaboration with officials, residents and governmental support functions.

- Streamlined customer service function by establishing policies and procedures, and providing training and ongoing support enabling representatives to effectively and consistently serve customers
- Managed implementation of first computerized reservation and customer service tracking system (RecTrak) resulting in consistent time-efficient customer service as well as reduced financial risk for City

PWC CONSULTING – NEW YORK, NEW YORK**JULY 1995 – AUGUST 2002****Resource Manager, Financial Services Customer Relationship Management /Oracle/SAP (1998 – 2002)**

Human Resources Business Partner, advisor and direct report to Lead CRM Partner with oversight for 150+ technical and strategy consultants ranging in experience from entry to senior level consultants and project managers.

- Optimized and leveraged relationships and resources to enable effective deployment of global consulting staff while balancing business resource needs with availability of skilled client service staff
- Enhanced team effectiveness by acute awareness of employee population and ability to identify career potential, readiness and areas for improvement, resulting in detailed action plans for individual development and growth
- Frequently collaborated employee relations and legal representatives to investigate and resolve issues, identify potential risks and provide counsel to partners and staff on confidential and sensitive employment matters in an effort to avoid unnecessary litigation expenses
- Performed periodic needs analyses to determine resource needs and potential gaps providing solutions including retention/reduction strategies based on market and/or business needs
- Conducted detailed performance reviews to determine employee career development, progression and/or identify potential performance issues recommending necessary courses of action
- Achieved performance improvement measures by managing annual Talent Review and Succession Planning consisting of detailed review of employee population incorporating performance rating calibration by career level, review of staff skills and career progression based on established Global Capabilities Framework criteria
- Facilitated corporate orientation sessions providing knowledge transfer and organizational overview preparing new hires with knowledge and awareness for accelerated acclimation and assimilation to organizational culture

Various Positions, Price Waterhouse/PriceWaterhouseCoopers/PwC Consulting (1995 – 1998)

Prior to 1998, held various positions within Audit and Business Advisory Services and Financial Services Consulting.

EDUCATION

MANHATTANVILLE COLLEGE – PURCHASE, NEW YORK**FALL 2009 - PRESENT****Master of Science - Organizational Management and Human Resource Development**

(Status: In Progress--Expected graduation winter 2011)

FORDHAM UNIVERSITY – BRONX, NEW YORK**Bachelor of Arts**

Major Sociology, Minor Psychology

Proficient in Microsoft Word, Excel and PowerPoint with experience using various HRIS systems

PROFESSIONAL MEMBERSHIPS AND BUSINESS AFFILIATIONS

SOCIETY FOR HUMAN RESOURCE MANAGEMENT, Member since 1998/Member Westchester Chapter**WCC EDUCATIONAL OPPORTUNITY CENTER, Career Services Volunteer since 2011****TOASTMASTERS INTERNATIONAL, Member since 2008/ Officer/Advanced Leader/Advanced Communicator Bronze****GIRL SCOUT COUNCIL OF GREATER NEW YORK, Member since 2001/Troop Leader/Management Volunteer**