

## Summary

- HR Generalist offering 20+ years of progressive HR experience. Expertise as HR Business Partner, Employee Relations and Reporting/Analytics
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## Experience

### Huntington National Bank, Columbus, OH

January 2017-Present

#### ➤ HR Case Manager Sr, Vice President

*August 2022—Present*

- Investigate the most complex, highly visible and sensitive internal colleague complaints that come to the team via the Ethics Line, Managers, Colleagues, Customer Advocacy Team, or any other group.
- Conduct thorough and detailed investigations into a variety of allegations including harassment, discrimination, policy violations, retaliation, sales practice concerns.
- Based on investigation findings, partner with the legal team, Customer Advocacy, Sales Practice Team, Employee Relations Director to make a recommendation as to next steps. If disciplinary actions are recommended, partner with the management team to ensure completion.
- Minimize risk and litigation by thoroughly and consistently document the investigation steps, findings and decisions in the Case Management system.
- Analyze trends and participate in establishing Human Resources/Employee Relations strategy. Influences segment strategies and recommends solutions to foster a culture of continuous improvement, particularly in developing the skills managers need to help minimize employee relations issues.
- Leads special projects such as the Handbook Committee, liaison to the Ethics Line and Conduct Risk office or act as the liaison to other groups such as ERCs, Business Partners, Security, Fraud, AML.

#### ➤ HR Case Manager, Vice President

*August 2020—August 2022*

- Conduct colleague investigations into a variety of allegations including harassment, discrimination, policy violations, retaliation, sales practice concerns.
- Partner with the legal team, Customer Advocacy, Sales Practice Team, Employee Relations Director to make a recommendation as to next steps based on investigation findings and partner with colleague management to ensure completion.
- Analyze trends and participate in establishing Human Resources/Employee Relations strategy. Influences segment strategies and recommends solutions to foster a culture of continuous improvement, particularly in developing the skills managers need to help minimize employee relations issues.
- Minimize risk and litigation through thorough and consistent documentation of investigation steps, findings, and final outcome.

#### ➤ HR Business Partner Sr, Vice President

*January 2017– August 2020*

- Socialize the Business Partner role as a Total HR Solution Provider, Advisor and Consultant
- Work with Senior Executives to lead and provide effective human resources consultative services in the areas of employee engagement, management & leadership coaching, talent assessment & management, performance coaching and organizational effectiveness
- Partner with HR Centers of Expertise to execute HR/segment initiatives:
- Talent Acquisition to develop workforce planning and achieve hiring goals
- Compensation & Benefits to ensure that total rewards strategy provides motivational outcomes necessary to support a high performance/high engagement work environment

- Employee Relations Consultants to resolve employee relations and legal issues  
HR Services to provide accurate and timely Human Capital metrics & analysis for effective management of HR issues that affect the business profitability  
Inclusion to ensure focus on strategy and action planning to hire, develop and retain a diverse workforce
- Performance Development to serve as liaison to the segments in determining learning and development needs are properly assessed, communicated and agreed upon to meet the needs of the businesses
- Play key role in change management helping to position assigned business segment(s) for growth and scalability
- Manage HR communications within assigned business segment(s) to enhance understanding and optimal usage of HR programs and initiatives
- Ensure message of Inclusion permeates at all levels within the company and a part of the culture

## JPMorganChase, Columbus, OH January 2003-2017

- **Aligned HR Business Partner, Vice President** *April 2015– January 2017*
  - Collaborate with Chase leaders across the country to design people strategies, develop people leaders and talent, deliver business results and drive Human Capital Strategy for the Consumer Banking and Chase Wealth Management businesses
  - Drive projects, processes and assignments to be leveraged across Consumer Banking and Chase Wealth Management HR team and ensure proper controls are in place and managed effectively
  - Deliver data analysis, identify trends and produce and present executive ready scorecards, presentations and related analytics on critical items such as employee engagement, compensation initiatives, talent, diversity and performance management
  - Collaborate with the national HR community and partner across HR functions (Recruiting, Learning & Development, Compensation) outside of direct group to ensure local execution of plans
  - Drive all people practices including recruitment, talent, leadership development, performance management, organizational design, compensation, and diversity and propose continuous improvement recommendations to business leaders
  - Deliver expertise within cross functional work-streams including Employee Appreciation, HRBP Communication Plan, National review and approval of licensed candidate recruitment, Performance Review process
  - Manage annual compensation programs for client group, including the annual salary review and incentive process, to drive performance and ensure meritocracy
  - Act as an advocate for employees and internal consultant to managers at all levels on people and organizational issues, including a demonstrated ability to influence and push back
  - Provide advice and support to managers and teams on human resources processes, principles, concepts and methodology
- **HR Business Partner, Vice President** *February 2011– March 2015*
  - Provide day-to-day HR support in a Contact Center environment to managers and employees regarding Employee Relations, performance management, compensation planning and HR policy
  - Maintain in depth knowledge of legal requirements related to day-to-day management of employees, reducing legal risks and ensuring regulatory compliance. Partner with legal as needed/required
  - Conduct investigations on complex Employee Relations issues regarding discrimination, sexual harassment, workplace violence and other high risk issues and recommending course of action
  - Consults, mentors and supports the development of leadership to improve business characteristics including effective communication and resolution of issues
  - Coach managers on the corrective action process and performance management discussions
  - Provide employment decisions to Global Security with regard to sensitive investigations

- **HR Business Partner, Assistant Vice President** *November 2005-August 2006 (Columbus, OH)*  
*April 2004-November 2005 (Monroe, LA)*
    - Provide professional consultation to managers and employees on topics including: employee relations, staffing, organizational development, change management, compensation, HR policies and procedures
    - Partner with other HR colleagues including Development and Compensation management teams to develop and implement specific HR programs directly aligned to Business Strategy including: Incentive plans, diversity initiatives, 360 feedback, JPMorganChase Poll, compensation surveys, performance management, mobility/career development, work-life initiatives, training curriculum and other essential programs
    - Act as employee advocate, ensuring that all CHF employees and managers are able to express concerns in a manner that is respectful of all individuals and supportive of our goal to be “employer of choice”
    - Manage semi annual salary administration and full year compensation planning processes
    - Partner with Employee Relations specialist to conduct interviews and investigations regarding employee concerns and allegations of inappropriate conduct. Implement appropriate action as warranted
    - Provide HRIS support for managers such as headcount, attrition analysis and develop other reports as appropriate
    - Assist with the delivery of training programs on HR policies, programs and procedures as needed
    - Act as liason with the National Staffing Network on recruiting staffing needs and with accessHR on benefit and payroll related problems
  
  - **HR Representative, Mortgage Officer** *January 2003-April 2004*
    - Conduct various HR data multi-dimensional analyses and reports for Chase Home Finance (CHF) Mortgage Servicing Human Resources, including salary administration, bonus administration, salary comparisons, employee headcount, turnover, diversity, performance evaluations, and disciplinary actions
    - Assist managers and employees in resolving issues such as inaccurate pay, benefits and policy questions
    - Support of Customer Care Call Center division by approving disciplinary actions, processing and investigating leaves of absence and job abandonment cases and investigating background check discrepancies, as well as partnering with Sr Generalist in policy interpretation and communication
    - Develop and execute college internship program and curriculum
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## Education

BA Psychology– The Ohio State University, Columbus, OH ▪ 1999