



Certified Human Resources professional with over 20 years of experience delivering a wide range of HR functions including benefits administration, strategic planning, employee relations, performance management, organizational development, and compliance reporting. Recognized for skilled partnership development with business leaders, effectively building the trust necessary to resolve employment challenges together.

HUMAN RESOURCES WORK EXPERIENCE:

Ventech Solutions

2018-present *Columbus, OH (remote)*

Human Resources Business Partner

- Provide consultative coaching to company business leaders on employment strategy and organizational planning, requiring deep knowledge of state and federal law and company policies and procedures
- Coach business leaders through complex employee relations issues involving conflict resolution, conduct investigations, and deliver corrective actions and performance improvement plans
- Administer benefits for 450 employees, including coordination of open and special enrollments, preparation and analysis of PPACA reporting, vendor management, issue resolution, and required participant notifications in compliance with ERISA and other federal, state, and provider regulations
- Execute new HR system and carrier implementations, providing ongoing data maintenance and ensuring effective delivery of HR service to all business units: UltiPro (UKG Pro), UKG Pro Benefits Prime (Benefits Administration), Skillsoft Percipio, Mutual of Omaha, New York Life
- Lead administration of over 600 corporate learning platform users, curating content to promote talent development and drive improvements in the attainment of short and long-term departmental goals
- Manage several dozen FMLA/disability leaves of absence and ADA cases each year
- Partner with immigration counsel to process new and pre-existing H-1B work visa and Green Card cases and Request for Evidence (RFE) responses, resulting in 100% success rate on petitions to USCIS
- Represent HR department in internal and external regulatory compliance audits by presenting reviews of key company procedures, policies, processes, and records before CMMI, ISO, and other audit panels
- Collaborate with HR colleagues to enable the success of employees and leaders by developing and delivering training on company policies and programs
- Facilitate performance management process by helping leaders set role expectations and coaching them to have effective performance discussions; drive merit pay cycle to completion
- Demonstrate exceptional interpersonal skills by navigating sensitive conversations with tact and empathy, and defusing emotionally charged situations with discretion
- Routinely use system metrics to analyze and interpret data, highlighting trends to make business strategy recommendations in areas of staffing, training utilization, benefits, and employee surveys
- Consistently recognized by employees for exemplary responsiveness and high-quality service
- Saved company over \$100,000 in chargeable benefits by successfully contesting unemployment claims
- Garnered recognition from employees and chief executives for fostering a diverse, equitable, and inclusive (DEI) work environment and company culture, improving the overall employee experience
- Partnered with teammates and stakeholders to overhaul onboarding process for new leaders and employees, and management of exit processes including preparation and delivery of reductions in force

CBC Companies

2011-2018 *Columbus, OH*

Benefits Specialist

- Administered all employee benefits plans: health and life insurance, disability, 401k retirement plan, HSAs, COBRA; and led annual enrollment efforts for 1400+ geographically dispersed employees
- Provided generalist HR support to business units in employee relations, training, and recruitment
- Managed all aspects of employee disability leaves of absence and workers' compensation cases, actively handling claims for more efficient cost containment
- Prepared personnel documentation for legal department in acquisitions and employment actions

Ohio Wesleyan University

2010-2011

Delaware, OH

Assistant Director of Human Resources

- Counseled managers, officers and employees on employment policy matters
- Administered all benefits plans for employees and retirees
- Completed required reporting, ensuring compliance with federal and state law
- Directed recruitment of faculty, academic and administrative positions
- Partnered on implementation of new Payroll/HRIS to replace legacy system
- Developed strategic objectives for long-term direction of HR department
- Selected to represent HR Department on various university committees and councils
- Supervised multiple student workers and temporary employees on HR team

Southern Wine & Spirits of Upstate New York

2007-2009

Syracuse, NY

HR Employment Programs Administrator/ Recruiter

- Processed weekly payroll for 530 company employees
- Administered company benefits plans in alignment with local union contracts
- Facilitated personnel actions and maintained employee information database in SAP HRIS
- On-boarded new employees and out-processed separating employees
- Coordinated and contributed content to quarterly company newsletter
- Produced reports supporting management and attorneys in federal audits and legal actions
- Performed compensation analysis to develop competitive salary structure
- Wrote, edited, and maintained company job descriptions
- Created and implemented special HR projects and programs including benefits open enrollment, scholarship awards, tuition reimbursement, performance management, and employee recognition
- Coached upper management on disciplinary issues and corrective action counseling
- Sourced and identified internal and external candidates, providing hiring recommendations
- Managed the consistent pre-employment process for all candidates including interviews, skills assessments, background and reference checks

Oneida Indian Nation/ Turning Stone Resort & Casino

2003-2007

Oneida, NY

Training Specialist

- Designed and delivered several innovative training programs to employees of all levels in leadership development, communication, workplace civility, computing, and professional/technical skills
- Coordinated and conducted weekly New Hire Orientation for all team members
- Drafted company policies, assisted managers with communication and enforcement
- Consulted on design of company's performance evaluation and management process
- Edited content and layout of company employee handbook
- Applied technology to improve departmental efficiency: designed and produced electronic employee ID badges; created electronic HR forms for online completion; categorized vast HRIS
- Created and implemented Quarterly Leadership and Employee of the Month award programs
- Designed an employee referral bonus program to aid in recruiting and retention

EDUCATION/ CERTIFICATIONS:

Syracuse University	M.A., Public Communication Studies	<i>Syracuse, NY</i>
Virginia Tech	B.A., Communications and Sociology	<i>Blacksburg, VA</i>
Certified as SPHR	Senior Professional in Human Resources	<i>by HRCI</i>
Certified as SHRM-SCP	Senior Certified Professional	<i>by SHRM</i>

PUBLICATION:

Interpersonal Relationship Development Through Computer-Mediated Communication.
Master's Thesis, Syracuse University. ([currently held in E.S. Bird Library](#))

PROFESSIONAL ACTIVITIES AND MEMBERSHIPS:

City of Pataskala, OH

Chairman, Personnel Board of Review

2016-present

Preside over a panel of citizen board members authorized to hear and rule on appeals of city employment matters, establish procedures for implementing and grading competitive examinations, and approve eligibility lists of qualified employment candidates

- City of Pataskala Personnel Board of Review, Vice Chairman 2014-2015
 - Society for Human Resources Management (SHRM) member 2005-present
 - Human Resources Association of Central Ohio (HRACO) member 2010-present
 - Syracuse Univ. Alumni Club of Central Ohio- Board of Directors 2011-2019
 - CNY SHRM/ HRACO Education & Prof. Development Committees 2006-2012
 - Adjunct Instructor, HR and Sociology- Bryant & Stratton College 2007-2009
 - American Society of Training & Development, NY chapter 2005-2007
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TECHNICAL PROFICIENCIES:

HRIS/ Benefits Admin

- UKG Pro (UltiPro)
- PlanSource
- ADP Health & Welfare

Learning Management Systems

- Skillsoft Percipio
- UKG Learning

Microsoft Office Suite/ MS 365

- Excel
- Word
- Teams
- Outlook
- PowerPoint
- SharePoint
- OneNote
- Publisher
- OneDrive

Other Software Applications

- Adobe Pro
- Costpoint
- Concur
- Smartsheet
- Zoom
- WebEx
- LinkedIn Recruiter
- ChatGPT
- Truvelop
- Awardco
- OpenHire by SilkRoad