

Human Resources / Benefits Manager

- ✧ Proven to increase organizational effectiveness while establishing and managing solid human resources and benefits infrastructures; administer HR plans and programs while providing team members with accurate, timely, and courteous responses and resolutions to queries.
- ✧ Promote a management-labor doctrine that values an open-door philosophy, mutual respect, employee performance, and continuous improvement. Facilitate frequent forums to voice concerns, cultivate change, and share successes.
- ✧ Leverage polished verbal and written communication skills to facilitate effective internal and external human resources communications, training programs, management counseling, and policy administration.

Core skill areas include...
Management & Staff Training
Recruitment & Retention
Workers' Compensation
Benefits Administration
Compensation Planning
Compliance & Auditing
MS Office & HRIS

Experience & Achievements

Foundation Surgery Affiliates, Inc., Oklahoma City, OK ✧ May 2003 to August 2009

Benefits Manager

Administer employee benefit programs—including health/dental/life insurance, employee assistance programs, 401(k), FMLA, COBRA, and workers' compensation—while providing exceptional customer service for 1,200+ employees and 725+ participants located throughout 22 area medical sites. Prepare benefit-related communications for current and former employees, notifying of program, procedure, and regulatory changes. Maintain compliance with regulatory guidelines governing benefit program administration. Represent the company during contested unemployment claims. Provide daily leadership to a team of up to three as key members of the six-person human resources department.

Contributed value in such areas as:

- ◆ **Designed, implemented, and garnered employee support for migration to a HSA program**, spending almost a full year educating staff members on the benefits of a "consumer-driven health plan," overcoming heavy initial resistance. *In year 2 of the plan, employees were taking a much more participative role in their healthcare.*
- ◆ **Designated adverse treatment investigator**, traveling to sites to conduct thorough, unbiased investigations of concerns in order to collect facts, prepare reports, and present recommendations to senior management. *Conducted two sexual harassment investigations yielding quick and favorable resolution between all parties.*
- ◆ **Develop and facilitate legal training for managers and supervisors** on the intricacies of FMLA administration, sexual harassment, equal opportunity hiring practices, workers' compensation, ADA, and privacy issues.
- ◆ **Orchestrate annual enrollment procedures**, conducting presentations to all employees at 20 surgery centers and 2 hospitals, overcoming the challenge of reaching team members in high-volume, on-the-go environments.
- ◆ **Disseminate human resources policies and procedures enterprise-wide**, and work with the Vice President of Human Resources to revise to reflect current legislation, internal needs, and best practices.
- ◆ **Effectively administer the company's 401(k) plan** including writing the Investment Policy Statement, leading an Investment Committee, and overseeing selection and cost of plan investment options.
- ◆ **Redesigned the employee year-end statement**, ensuring migration and verification of all data for the project.

Star Fuel Marts, LLC, Oklahoma City, OK ✧ 2001 to 2003

Human Resources Manager / Benefits Specialist

Created a first-time human resources and benefits infrastructure, starting from the ground up to transition existing team members to new plans, establish on-boarding processes, and develop training tools for 9 locations and 175+ employees. Researched, selected, and implemented the company's group health, dental, 401(k), and life insurance plans, conducting open enrollment and working with team members to transition to new plans. Documented and maintained all personnel files, OSHA logs and postings, incident reports, and WC claims. Verified and reconciled monthly premium statements.

Contributed value in such areas as:

- ◆ **Conducted company-wide operations, human resources, benefit, and safety training** to increase awareness and follow through; safety training contributed to the company realizing no lost time injuries between 2001 and 2003.

Experience & Achievements – Continued

Star Fuel Marts, LLC ✧ Continued...

Contributed value in such areas as:

- ◆ **Served as an internal business consultant to store management** in ensuring 100% compliance with operational policies and regulatory guidelines; counseled managers on completing accurate, timely documentation and reports.
- ◆ **Traveled to retail sites to deliver new-hire orientations, training, and communications** in the areas of policies and procedures, safety regulations, working environments, employee responsibilities, and store team participation.

Chromalloy Gas Turbine Corporation, Midwest City, OK ✧ 1998 to 2001

Human Resources Manager

Managed generalist concerns—including staffing, employee relations, training and development, salary administration, new-hire orientation, and benefits administration—for a 300-employee organization with a 75%+ union presence. Maintained ADA, FMLA, COBRA, and HIPAA compliance through diligent oversight of benefit-related processes.

Contributed value in such areas as:

- ◆ **Cultivated a mutually respectful relationship with the shop union**, ensuring no hidden agendas, complete open communication, and full adherence to established protocol. Transformed the culture from one that would file a grievance at the drop of a hat, to one that discussed concerns and saw no need for arbitration during entire tenure.
- ◆ **Highly successful recruiting for skilled machinist positions**, recognizing an opportunity to partner with the vo-tech institutions to recruit new graduates. Realized a turnover rate of less than 1% during tenure.

Additional experience:

Human Resources / Benefits Manager ✧ Independent Consultant, Oklahoma City, OK ✧ 1997 to 1998

- ◆ Worked with two key clients—AmeriResource Group and Professional Home Care—to design their human resources and benefits departments. Worked with business owners to assess organizational needs, develop cost effective and expense reduction strategies, and implement new infrastructures to support employee bases.
- ◆ Joined forces with Professional Home Care (PHC) to achieve compliance with new Medicare regulations and to create an environment with fully compliant personnel, benefit, and credentialing records.
- ◆ Dramatically improved manager-employee relations by instituting “self-directed work teams” into PHC’s culture; additionally, facilitated much-needed training on prevalent human resources concerns.

Human Resources Manager ✧ Altec Lansing EVI Audio, Oklahoma City, OK ✧ 1995 to 1997

- ◆ Held broad generalist responsibilities from recruitment to benefits administration, labor and employee relations, workers’ compensation, payroll, training, personnel administration, internal communications, and HRIS.

Training & Certification

Senior Professional in Human Resources (SPHR) ✧ 1993 to 1999

Rose State College, Midwest City, OK

Completed 2 Year Program in Personnel Management

Attended numerous professional development seminars and conferences including:

Oklahoma Human Resources Conference
OCHRS Workshop on Employment Law Changes 2009
SW Human Resources Conference – Ft. Worth, Texas
Employee Relations Law Seminar – Washington, D.C.