

LISA FLEMING, SPHR

9620 SW 32ND Street, Oklahoma City, OK 73179

Cell (405) 831-8316 Home (405) 745-7687

flemingtom@cox.net

Transformational HR leader with fifteen years of experience in all Human Resources disciplines. Regarded as a progressive business partner and employee champion who is strongly committed to developing practical workforce solutions, enlightened leadership, and a workplace that values the unique talents of each individual. Possesses rare talent which combines the ability to translate and articulate strategic concepts and link them to tactical plans upon which to execute. Particularly adept at designing and implementing employee recognition and reward programs instrumental in increasing employee engagement and satisfaction. Demonstrated history of success in driving cultural change, redefinition, and integration initiatives at the individual, team, and organizational level.

PROFESSIONAL EXPERIENCE

***FIS** – a global technology service provider with excess of \$5 billion in annual revenue and 25,000+ FTEs – established after merger of Fidelity Information Systems and Metavante Corporation in 2009)*

Division Human Resources Manager Aug 2006 – Nov 2009

- ◆ Lead HR, Administrative Services, and Client Training teams with 15 plus staff members while providing divisional HR support for a multi-state, multi-facility employee population sized between 600 and 1,000 with a compensation budget of \$90 million.
- ◆ Integrated and deployed a number of key HRIS solutions including an applicant tracking system, automated talent and performance management system, time collection, project allocation, and a learning management system for employees and clients.
- ◆ Orchestrated multiple reorganization efforts and gained extensive experience in project management, change management, staff augmentation, organizational integration/consolidation and the resulting operational efficiencies and realized synergies
- ◆ Facilitated solutions to employee and leadership issues: developed and implemented HR strategy, policies and processes, including proactive development and coaching of leaders.
- ◆ Developed a strategic workforce planning process that readily identifies the human capital needs that are required to meet business objectives
- ◆ Diagnosed organizational development and design issues and implemented changes to leverage talent and maximize bench strength
- ◆ Promoted a management doctrine valuing an open-door philosophy, mutual respect and continuous performance improvement to inspire and encourage the workforce
- ◆ Worked to drive higher levels of performance through targeted, formalized development plans and well-defined linear and lateral career paths
- ◆ Oversaw company's participation in the Oklahoma Quality Jobs Program which returns approximately \$400k to the bottom line each year
- ◆ Determined strategies around corporate sponsorship of foreign nationals and immigration matters

***COPPERMARK BANK** – a long-established, multi-state financial institution with 12 locations servicing consumer and commercial lending portfolios (Recognized as "Great Place to Work in Oklahoma" three years running)*

Vice President – Director of Human Resources Dec 1997 – Aug 2006

- ◆ Directed all areas of HR including recruitment, onboarding, benefits analysis and design, compensation strategies, learning and staff development, succession/workforce planning, cultural diversity, employee relations, regulatory compliance and risk management

- ◆ Reduced turnover 30% by using behavioral based interviewing techniques and refined assessment instruments for employee selection
- ◆ Grew the employment referral “talent scout” program to the point where 48% of new hires were produced from this source.
- ◆ Through targeted recruitment and retention programs, increased minority representation within the employee population by 40% during the last affirmative action plan year.
- ◆ Redesigned the recruiting and orientation process to consistently communicate company mission, values, and history resulting in quicker assimilation into the workplace culture
- ◆ Markedly reduced health insurance expenses by keeping employee and employer costs budget neutral for the last three years. Flat premiums for this period correlate to \$300k in savings when compared to national norms
- ◆ Influential in shaping workplace culture where 84% of surveyed employees believe this is a “great” place to work
- ◆ Designed innovative employee and peer recognition programs which improved morale, productivity and retention
- ◆ Successfully managed corporate risk and potential exposure through consistent, fair policy administration and open-door practices.

FEDERAL RESERVE BANK - Oklahoma City Branch

1985 - 1994

A government operations and processing center providing wholesale services to regional financial institutions with 24/7 shift management

Assistant Manager – Human Resources (1992 –1994)

- ◆ Maintained dual oversight of HR and Food Service Departments servicing 300+ employees
- ◆ Lead 14 clerical, technical & service staff members with annual comp budget of \$1 million
- ◆ Involved extensively in university recruitment, mentoring and development of management development candidates

Coordinating Analyst – Check Collection (1989 –1992)

- ◆ Supervised 5 staff level employees in a department with a \$7 million annual budget
- ◆ Coordinated research, analysis, evaluation and implementation of new products and programs

Senior Analyst – Administrative Services (1987 –1989)

- ◆ Drafted and reviewed contracts, devised workplans, investigated trends and conducted feasibility studies

EDUCATION AND CERTIFICATIONS

- ◆ Bachelors Degree in Economics – Oklahoma State University
- ◆ OU/OSU Leadership Development Program
- ◆ Advanced HR Management – Graduate School of Banking – University of Wisconsin
- ◆ Senior Professional of Human Resources (SPHR Certification)

PROFESSIONAL AFFILIATIONS & COMMUNITY INVOLVEMENT

- ◆ SHRM – Society for Human Resource Management – Volunteer Leader
- ◆ OCHRS – OKC Human Resources Society Board Member – VP & Treasurer
- ◆ SEHRF – Senior Executive HR Forum Member
- ◆ OBA - Oklahoma Bankers Association HR Committee Member (past)
- ◆ COCHA – Central Oklahoma Clearing House Compensation Committee (past)
- ◆ Committee and Education Council member and Lector
- ◆ Speaker and panelist at university-level Management and Organizational Development courses