

DIRECTOR / MANAGER – HR OPERATIONS / SYSTEMS / SERVICES

Multisite Operations / Enterprise Solutions / Systems Integration / Process Improvement / HRIS / Cost Control / Implementation Management / Budgets / Planning / Benefits Administration / RFPs / Best Practices / Total Rewards / Compensation & Incentive Programs / Health & Welfare Plans / Retirement Plans / Performance Measurement / Training / Staff Development / Recruiting / KPIs / Migrations / Needs Analysis / Contracts / Negotiations / Vendor Management / Compliance / Analytics / Corporate Communications / Policies & Procedures / C-Level Decision Support /

An accomplished senior human resources management professional, I have a dual-track career that includes in-house HR operations and generalist roles at companies in several industries and HR services and systems implementation project management positions at leading providers. In both environments, I have consistently surpassed demanding corporate, client, user, stakeholder and employee expectations.

Directing day-to-day HR operations at firms in software, entertainment/TV/cable, chemicals, manufacturing and travel/leisure, among others, I have continuously improved processes services systems. Leading multidisciplinary teams at firms such as **Strategic Products & Services, Univision, Ashland Chemical** and **Sunterra**, my efforts increased HR effectiveness, employee engagement, staff retention and satisfaction while keeping a tight lid on costs.

Serving in senior project management capacities at **ADP** and **Cybershift**, I have directed systems implementation and HR business process outsourcing services for clients that include global leaders in energy, oil & gas, broadcasting and entertainment. My experience in this setting includes development and rollout of advanced solutions for payroll, attendance, timekeeping, benefits, health/welfare, performance measurement, reporting/analytics, compensation/incentive, compliance and other human resources functions.

At your organization, I could make strong contributions by:

- ☐ Directing top performing day-to-day HR operations
- ☐ Streamlining processes to boost efficiency & cut costs
- ☐ Designing & implementing cost-effective HRIS solutions
- ☐ Devising & executing nimble change management plans
- ☐ Improving benefits, compensation & total rewards programs
- ☐ Developing solutions to meet demanding user & client needs
- ☐ Strengthening workforce satisfaction, engagement & retention
- ☐ Providing advanced data & analytics for C-level decision support
- ☐ Delivering complex projects within tight time & budget constraints
- ☐ Assembling, mentoring & motivating strong multidisciplinary teams
- ☐ Leveraging the benefits of emerging technologies to rein in expenses
- ☐ Fostering innovation, continuous improvement & organizational excellence

Others have described me as an intuitive problem solver, strong communicator, astute analyst and natural leader. A quick study, I have a knack for mastering new technologies and systems. Equally comfortable directing teams, working as a team member or serving as an individual contributor, I thrive in fast-paced environments. I hold a **BS degree in Finance from Seton Hall University**. I am member of the Society for Human Resources Management (SHRM).

CAREER HISTORY & SELECTED HIGHLIGHTS

Director/Manager, HR Operations, Strategic Products & Services (SPS), a division of ConvergeOne, 2016-Present. Recruited to direct all human resources operations for a systems integration, networking and telecommunications services provider. Manage operations, total rewards, benefits, compensation, HRIS, compliance and privacy/data security. Notable achievements include:

Rapidly cured issues in a new HRIS installation. Upon joining SPS discovered that a recent Ceridian DayForce HRIS implementation suffered from configuration errors/deficiencies that severely impeded use and effectiveness of reporting, tracking and other key tools. Quickly learned the new platform. Reengineered the set up of organization, benefits, payroll and other critical modules. Resolved all configuration issues in less than 90 days, enabling the firm to maximize use of the system.

Automated new hire onboarding, cutting costs & labor. Manual onboarding processes and systems at SPS were inefficient. Designed and implemented an automated, completely paperless solution using Ceridian DayForce. Accelerated all facets of new hire processing. Freed up ten FTE HR staff hours per week for more critical tasks while saving tens of thousand annually. Also improved new hire satisfaction by eliminating tedious paperwork.

Enhanced HR visibility with scorecards. Top SPS executives lacked access to key HR and workforce metrics and analytics. Utilizing DayForce data and reporting together with Excel, designed a comprehensive scorecard for leadership to assess headcount, turnover, new hire, terminations and other KPIs broken down by location and department. Provided advanced decision support data to enable senior management to better conduct short and long-range planning and budgeting.

Sr. HRMS Business Analyst, Univision, 2014-2016. Recruited to direct design, implementation and continuous improvements to HRIS solutions for a \$2.2B leader in broadcasting, media and entertainment with 6,000+ employees. Key contributions include:

Slashed timesheet & payroll costs with a Kronos solution. Payroll timekeeping and processes at Univision was a time-consuming, error-prone manual process. Tapped to direct configuration and implementation of a Kronos timekeeping platform. Set up all system rules, policies and procedures for 2,000+ employees. Completed the migration from a paper-based system on time. Eliminated 7,800 hours of payroll processing labor, saving \$195,000 annually and freeing up staff for more urgent tasks.

Project Manager, National Account Services/Comprehensive Outsourcing Services, ADP, 2012-2014. Recruited to rejoin ADP to direct large-scale systems implementation and business process outsourcing projects for a \$12B leader in payroll, HR and benefits management. Accomplishments include:

Directed a top account. Tasked with leading an engagement with ADP's NAS/COS division's second largest client, a leading national firm in broadcasting/entertainment. Directing up to ten multidisciplinary professionals, managed 50 concurrent systems integration and business process outsourcing projects. Generated \$200,000 in billings first 90 days while delivering all projects on time and on budget. Maintained 100% utilization of all ADP project personnel during the program.

Global HRIS Analyst, Ashland Chemical, 2010-2012. Managed worldwide day-to-day HR systems operations with responsibility for needs assessment, solutions development, reporting, a web portal and data integrity. Contributions include:

Fast tracked a successful system migration. Ashland Chemical needed to transition its HRIS/payroll reporting platform from ADP's ReportSmith, which was being retired, to ADP Reporter. Managed all facets of converting and migrating 300 existing reports to the new system and creating 200 new reports. Completed the project in only six months, 33% ahead of the projected timeline.

Implementation Consultant, Cybershift, 2007-2009. Managed client implementations and support for a leading time and attendance systems integration and services provider. Achievements include:

Implemented a custom HRIS solution for a global energy firm. A top international oil/gas/refining company needed a timekeeping/attendance/payroll solution. Managed a Cybershift implementation project, configuring a proprietary platform to serve the client's headquarters location and 100+ retail service station sites with thousands of employees in a major Northeastern state. Completed delivery ahead of schedule while meeting all corporate and client performance milestones.

Earlier: HR Systems & Implementation Manager, Sunterra, Corp. and Director, Product Planning, ADP. Contributions in these roles include:

Cut costs with an automated T&E solution. Manual management of employee travel and expense (T&E) accounting at Sunterra was costly and inefficient. Developed an electronic T&E system and related processes using a Concur platform. Streamlined employee submissions, processing of receipts, accounting and reimbursements. Saved tens of thousands in labor expenses and significantly reduced costly errors.

Reengineered a flawed HRIS implementation, saving millions. Configuration faults in Sunterra's recently installed ADP-based payroll system resulted in costly errors including double payments. Revamped the systems from the ground up, curing all configuration deficiencies. Eliminated double payments, saving more than \$5M in errant expenditures.

Deployed self-service HRIS tools. Sunterra failed to fully exploit the capabilities of its ADP payroll, benefits and other systems. Recognizing the value of the underutilized tools, implemented self-service options for a global workforce of 3,000+ employees and managers. Improved HR service levels, reduced labor costs and improved employee satisfaction.

Spearheaded development of a 401K management system. ADP needed an automated web-based system for its clients to manage their 401K employee retirement plans. Directed the project from concept to completion, creating a 400-plus-page business requirements document to guide development. Worked closely with developers on design, building, testing and rollout. Trained 300 users and directed post-implementation support. Completed on time and on budget.

EDUCATION

Bachelor of Science degree in Finance from Seton Hall University. Earned a full, four-year scholarship.

PROFESSIONAL AFFILIATIONS

Member of the Society for Human Resources Management (SHRM).