

ERIC JOHNSON

Vice President / Director - Human Resources

610-470-3846 • johnson1986@verizon.net • www.ericjohnsonHR.com • https://www.linkedin.com/in/ericwjohanson2

Eric Johnson has a wealth of international HR leadership experience in the private sector and as a senior U.S. military officer. His accomplishments in global HR systems and process management, human resource project management, operations, strategic development, and organizational structure and process improvement have earned him numerous promotions, awards and selection to lead critical projects and programs.

He is versatile. He has led HR functions serving more than 3,000+ employees and managed \$1B budgets. He has also succeeded in small company startups. In a wide variety of settings and industries here and abroad, he has consistently aligned HR strategy, global recruiting, and employee activities with organizational objectives. Whether the challenge was to staunch turnover of skilled professionals in the intensely competitive health care industry or orchestrate massive downsizings of military installations, he has an unblemished record of success.

To summarize, Mr. Johnson, after graduating from the US Naval Academy, rose to the rank of Captain. In assignments primarily in HR, he gained experience in meeting the needs of rapidly changing organizations where failure was not an option. Since leaving the Navy, he has succeeded in senior HR leadership roles in private industry in a transportation, life science consulting, quality management software solutions, and drug manufacturing organizations.

His education includes an MS in Systems Analysis which he earned at the U.S. Naval Postgraduate School. Earlier, he was awarded a BS in Physical Science by the U.S. Naval Academy. His additional certifications include: Certified Systems Analyst, Program Management Professional. He holds a Top Secret Clearance.

Work History

VICE PRESIDENT, HUMAN RESOURCES

Hornblower Group, Inc.
Jan 2019 - May 2019

Mr. Johnson was recruited to lead the HR function for Hornblower, the largest inland waterway service provider in the country. Under his direction was a team of seven direct reports and 14 indirect reports providing HR services to this 2,500 employee organization. Those services included strategy, M&A planning, talent acquisition, talent management, compliance, labor relations, employee relations, employee engagement, HRMS/HRIS, and total benefits for Hornblower's Headquarters and seven subsidiaries.

Hornblower was growing. In short order, he and his team cut job vacancies by 42%. To do so, he generated 47,000 job applications by aligning recruiting systems and by leveraging partnerships with LinkedIn and other social media recruiting vendors.

As Hornblower's growth progressed, it became an appealing acquisition target. As a result, Hornblower merged with HMS Global Maritime and then acquired Entertainment Cruises. Mr. Johnson planned and executed all HR aspects of this successful \$360M merger and acquisition. He shepherded a working group through bi-weekly conference calls, the purpose of which was, to compare existing health benefits plans, align offerings, and launch an off cycle Open Enrollment. He played a key role in achieving a \$780K annual savings by consolidating the health benefit plans from these three distinctly different entities.

Finally, in the wake of the integration, he orchestrated the reorganization of the HR function and eliminated his own job in the process.

CHIEF OF STAFF / CHRO

CVHCare

Dec 2017 - Jan 2019

The largest privately-owned home health agency in Northern California.

In this position, Mr. Johnson reported to CHVCare's CEO and ran the day-to-day operations. He led a team of six direct reports, 21 indirect reports supporting 3 agencies and more than 380 clinicians across the state of California.

One of his major accomplishments was to reverse spiraling turnover among clinician employees which had soared to 45%. He conducted surveys that identified Total Compensation and Benefits as the major culprits. In response, he introduced a new compensation scheme with a performance-based bonus system. He also boosted 401k company matching and renegotiated health benefits with lower employee costs. The higher costs were more than offset by lower turnover-related expenses. In six months, he and his team trimmed attrition 22%, saving \$270k annually.

He also played a key role in improving productivity. He completely reorganized staff and operations functions eliminating redundant positions. In addition, he implemented an employee accountability and performance review framework which was a catalyst in boosting productivity. At the same time, he supported 12% workforce growth and won on a \$650K annual grant from the California Employment Training Panel for clinical training.

VICE PRESIDENT, HUMAN RESOURCES

PSC Biotech

Aug 2015 - Dec 2017

A global industry leader in life science consulting, quality management software solutions, and drug manufacturing.

Mr. Johnson was hired to lead all global HR operations overseeing a team of seven direct reports and 17 indirect reports that supported more than 550 employees in the U.S., Singapore, and Ireland.

In this role, he upgraded inherited payroll and human resources systems which enabled the company cut time to hire from five to two weeks and cost-of-hire per candidate from \$12,400 to \$6,750. In addition, he fielded an entirely new talent acquisition program and processes to staff a new facility, placing more than 50 employees in all positions from General Manager and Directors to technical associates in an intensely competitive market.

Finally, he improved the effectiveness of the performance evaluation and review programs by adopting Adobe's 'Check-In' Performance Feedback Framework. It had the desired effect, driving a revolutionary and cultural shift in manager - employee engagement and communication. One of the results was a 24% drop in measured workforce attrition

DIRECTOR, HUMAN RESOURCES

Navy Region Midwest

2013 to 2015

Captain Johnson (O-6) led a complex, large-scale executive administration and human resource management operation that supported bases and installations for a 16 state area including 66,000 acres of managed land; over 5,000 buildings and facilities; and a total force of 1,430 military, government civilian, and contracted employees.

In the time of base closures and consolidations, he established plan to eliminate the Navy Region Midwest and realign functions elsewhere with a short 11-month window for completion. He completed this massive reorganization on time and under budget.

COMMANDER

(USMEPCOM)

Jan 2011 - Jun 2013

Here, he was in charge of 79 direct reports, 300+ indirect reports in support of 3,000+ personnel at 65 processing stations worldwide. He delivered \$4B to \$6B ROI projected across seven years by migrating a \$260M cloud-based, global, virtual interactive processing HRIS recruiting system

He also modernized an inherited 60 year old organizational structure. He designed a lean and matrixed organization to best provide processing services and quality control to the recruiting services of the Armed Forces. Overall, he and his team delivered \$2.5M in annual cost savings.

DIRECTOR OF OPERATIONS / CHIEF OF STAFF

US Navy Recruiting Command, Millington, TN
2009 - 2011

Commander Johnson was in charge of operations of this global recruiting organization. His team included 29 direct reports, 230 indirect reports supporting 5,000+ recruiters at 26 Navy Recruiting Districts.

He exceeded enlistment goal by 4.5% and officer recruiting goal by 12.5%. In the process, he achieved all diversity and job specific skills goals for the first time in command history. He logged \$5.2M in annual savings by establishing KPIs for all business processes and by realigning and centralizing operational support to 28 recruiting sites, enabling the elimination of 42 redundant positions.

Summary of Earlier Senior Level Experience

COMMANDING OFFICER - U.S. Navy Recruiting District, Philadelphia, PA - 2007 - 2009. Led team assigned to 52 recruiting sites across five states to advertise, market, prospect, and recruit for Navy officer and enlisted programs. Garnered the highest command ranking ever after turning around a failing district to compete for first place of 26. Achieved 115% of annual recruitment goals, delivering the most successful year in district history.

SENIOR STAFF AND LIAISON OFFICER - U.S. Navy, Office of the Chief of Naval Operations, Pentagon, Washington, DC - 2004 - 2007. Pentagon office providing command, resource utilization, and operating efficiency for US Navy vessels and shore installations. Informed and influenced workforce, labor hours, personnel, and recruiting resourcing and policy decisions to highest echelons of the U.S. government and military: Congress, Secretary of Defense, Joint Chiefs of Staff.

COMMANDING OFFICER (Navy Reserve Recruiting Area Northeast) Oct 2002 - Dec 2004. Led over 230 recruiting personnel, assigned to 40+ recruiting sites.. Led command to selection as Navy Recruiting Command "Area of the Year" for 2003

COMMANDING OFFICER (NOSC Long Island) - Mar 2001 - Oct 2002. Led 21 direct reports and 11 Naval Reserve units with over 370 assigned Naval Reservists. Served as Commanding Officer for the sole Navy Reserve Center Long Island, NY. Led 21 direct reports and 11 Naval Reserve units with over 370 Naval Reservists. Responsible for plant, equipment, and operating budget of \$7.6M.

Summary of Beginnings

Earlier positions held as a Commissioned Naval Officer: Director, Regional Navy Recruiting Operations; Dept. Head, Regional Navy Recruiting Operations; Recruiter, Navy Officer and Medical Programs; Dept. Head, Engineering, USS CAPE COD; Division Officer, Engineering, USS INDEPENDENCE; Division Officer, Elect. Warfare, USS INDEPENDENCE.