

SUMMARY OF EXPERTISE

15+ years of progressive experience with a strong background in human resources managing a workforce total of up to 15 direct reports, 1200 local/ 2,500 divisional associates, and 5 states. Has experience effectively leading and growing businesses through human capital initiatives in the Collegiate, Retail, Restaurant, Social Services and Non-Profit industries.

Competencies include: Employee Relations, Training and Development, Compensation, Recruitment and Selection, Benefits, Health and Safety, Strategic Planning, and Labor Relations.

PROFESSIONAL WORK HISTORY

ALABAMA A&M UNIVERSITY

2019 –PRESENT

DIRECTOR OF HUMAN RESOURCES (TITLE IX COORDINATOR)

Senior administrative official responsible for administering institutional personnel policies and practices for staff, faculty, and the University. Functions include personnel records, benefits, staff employment, wage and salary administration, employee relations, compensation, Title IX, and compliance with state and federal employment laws. Reports to the Senior Vice President for Finance and Administration.

- ♦ Provides overall leadership to staff and managers responsible for a range of HR services including recruitment, retention, employee relations, classification, compensation, training and development, performance management, benefits, and the employee assistance program.
- ♦ Advises the President's Cabinet members on broad HR issues which may include data gathering, compilation, analysis, and report preparation.
- ♦ Oversees HR consultation services to campus constituents regarding HR policy, collective bargaining agreements, campus procedures, employee relations and organizational development.
- ♦ Works with the President's Senior Staff and University leaders at all levels to ensure Human Resources (HR) strategies, perspectives and trends are a University priority.

TECHNICAL COLLEGE SYSTEM OF GEORGIA (A UNIT OF)

2013-

2019

ASSISTANT DIRECTOR OF HUMAN RESOURCES (TITLE IX COORDINATOR)

Responsible for all the aspects of the day-to-day operations of the HR department. Assisted in creating and implementing departmental plans, which involves identifying departmental needs and establishing plans of action. Oversees issues related to recruiting, staff development, performance management, employee relations, and governmental reports. Serves as acting director in the absence of the director and other selected areas of Human Resources as assigned/needed.

- ♦ Serves as subject matter expert or organization resource in assigned areas of Human Resources.
- ♦ Interprets the college's policies and procedures regarding employment to supervisors by advising and explaining the authorization, recruitment, selection and employment process for full-time, part-time, and temporary employees.

- ◆ Assists in the resolution of personnel-related matters by counseling employees and supervisors regarding employment conditions, providing information involving personnel policies and regulations, interpreting agreements, and attempting to resolve misunderstandings concerning these matters.

SPELMAN COLLEGE

2012 – 2013

SENIOR HUMAN RESOURCES MANAGER

Responsible for developing cross- functional processes in human resources for an organization that provided specialized human resource functions for improved organization effectiveness. Reported to the Director of Human Resources. Solely oversaw the Benefits Administration/ Open Enrollment and Wellness for the organization.

- ◆ Spearheaded the effort to obtain reasonably priced health care coverage when faced with a 42% cost increase. Successfully negotiated and contracted with new provider to save 20%.
- ◆ Controlled over \$5.6M in assets, as 401K plan administrator, and processed a \$1.5M annual payroll.
- ◆ Proactively promoted and supervised new hire and general employee training to 100% completion of required training courses for all employees.
- ◆ Led succession planning and performance management process to ensure talent development and quality bench strength.

WAL-MART

2008

–2012

HUMAN RESOURCES MANAGER

Responsible for providing strategic human resource oversight to all the functional areas of human resources (Employee Relations, Training and Development, Compensation, Recruitment and Selection, Benefits, Health and Safety, Strategic Planning, and Labor Relations). Reported dually to operations (Store Manager/Market Manager) and human resources (Market Human Resources Manager). Developed specific initiatives to drive success in evaluated scorecard metrics.

- ◆ Managed a \$1.5M budget and 225-person staff.
- ◆ Repeatedly achieved a win rate of 95% on unemployment claims resulting in savings of \$235K over tenure, in addition to achieving an ongoing score of 100% in safety goals and compliance.
- ◆ Increased associate retention by 47% to achieve industry standard excellence rate of 67% and maintained this for three consecutive years.
- ◆ Instituted team concepts to support training, which reduced, internal rework and scrap by 75% within first year of employment.

HOME DEPOT

2006 –2008

HUMAN RESOURCES MANAGER

Responsible for providing strategic human resource oversight to all the functional areas of human resources (Employee Relations, Training and Development, Compensation, Recruitment and Selection, Benefits, Health and Safety, Strategic Planning, and Labor Relations). Reported dually to operations (Store Manager/District Manager) and human resources (District Human Resources Manager). Developed specific initiatives to drive success in evaluated scorecard metrics.

- ◆ Responsible for leading talent acquisition, talent management, associate relations, development, and associate engagement in support of company values and business objectives.
- ◆ Managed and monitored the process of leadership development, succession planning and the HR Review process.

- ◆ Determined needs and assisted in the development, implementation and delivery of knowledge management and learning programs with the purpose of career enhancement and development for all hourly associates.
- ◆ Championed excellent associate relations practices by ensuring associate problems/issues are resolved quickly, using consistent communication methods, fair treatment and respect for all people and consistent application of Home Depot's policies and programs and SOP's.

STEAK N SHAKE

2005 –2006

DISTRICT HUMAN RESOURCES MANAGER

Responsible for providing the strategic human resource oversight to all the functional areas of human resources (Employee Relations, Training and Development, Compensation, Recruitment and Selection, Benefits, Health and Safety, Strategic Planning, and Labor Relations). Reported dually to operations (Store Manager/Market Manager) and human resources (Market Human Resources Manager). Developed specific initiatives to drive success in evaluated scorecard metrics.

- ◆ Responsible for the planning and delivery of processes for Talent Management, Performance Management, and Associate Engagement for a district of 27 stores, with the goal of developing a workforce that achieves excellence in driving business results, customer service, and company values.
- ◆ Provided coaching and advisement to district/regional leaders, store leaders and associates.
- ◆ Worked as a contributing and flexible member of the district team by assisting other team members in meeting workload demands.
- ◆ Analyzed district HR metrics and provided creative solutions and action plans as necessary to ensure satisfactory results.

THE CENTERS FOR DISEASE CONTROL (AN ORGANIZATION FUNDED BY) 2005

2003 –

HUMAN RESOURCES MANAGER

Sole practitioner responsible for all the aspects of the day-to-day operations of the HR department. Functions include personnel records, benefits, employment, wage and salary administration, employee relations, compensation, and compliance with state and federal employment laws. Reported to the Executive Director.

- ◆ Enhanced the organization's human resources by planning, implementing, and evaluating employee relations and human resources policies, programs, and practices.
- ◆ Provided coaching and advisement to employees and management on various human resources policies, procedures, laws, standards and other relations.
- ◆ Supported organization staff by establishing a recruiting, testing, and interviewing program; counseling managers on candidate selection; conducting and analyzing exit interviews; and recommending changes.

EDUCATION

Doctor of Business Administration in Management from Northcentral University

Dissertation Title: "Exploring Reasons for Employee Turnover: A Case Study of the Retail Industry in Atlanta, Georgia"

Master of Science in Human Resources Development from Georgia State University

Bachelor of Science in Music Engineering Technology from Hampton University

TECHNICAL APTITUDES

TALEO ENTERPRISE MANAGEMENT SUITE, ADP, PEOPLESFT (6.0, 7.5, 8.0, 9.0, 9.1, & 9.2), LABORVIEW, KRONOS, TIMEFORGE, LABOR MANAGEMENT, BANNER, AND ULTI PRO SOFTWARE