

RESUME SAMPLE, MSHR | HR LEADERSHIP

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Growth Mindset HR Leader Driving Sustainable Culture Change

Employee Engagement | Coaching & Development | Building & Leading HR Teams

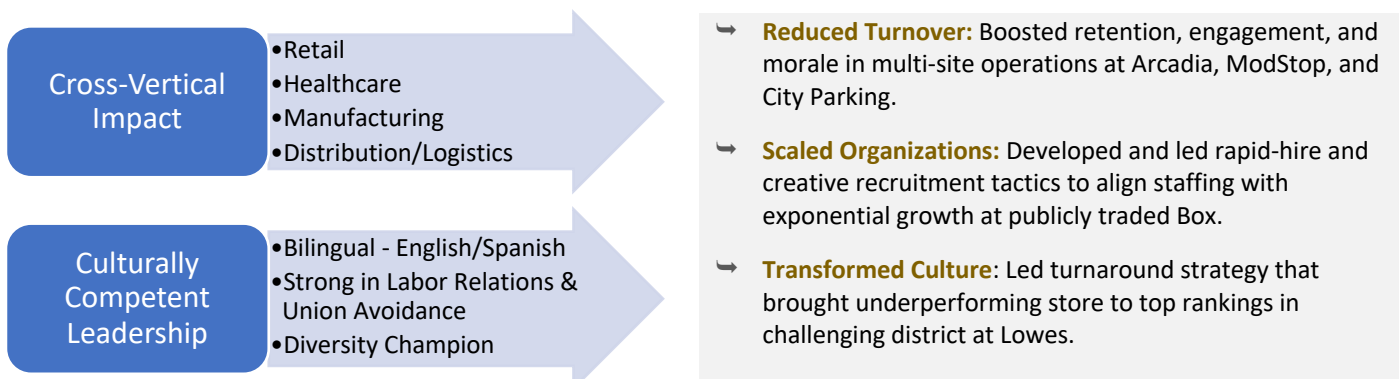
Lifelong learner who connects, engages, and gains consensus from the front line to the C-suite in organizations ranging from publicly traded and Fortune-ranked to family owned and privately held.

Change agent who achieves impossible results by engaging employees in organizational priorities, fostering culture change and setting/enforcing alignment with processes and KPIs that move the needle.

Value-Added Competencies include:

Building & Leading Teams | Culture Building | Performance Management | Training & Development | Coaching
Talent Development | HR Compliance | Employer Branding | Compensation & Benefits | Organizational Development

HIGHLIGHTS OF ORGANIZATIONAL IMPACT



Proficient in HR systems: ADP Workforce Now, TotalSource "PEO", PeopleSoft 9.0, Ceridian/Dayforce, Oracle/Fusion, iSolved, ADS, Fast Recruit, HireRight, Applicant Stack, Taleo, Kronos, Namely, Datamatics, KWI, AIMS, Epicor 9, Lighthouse, InTouch

HUMAN RESOURCES LEADERSHIP HISTORY

DRAFTSTOP, North Bergen, NJ, 2018 – Present

Privately Held Event Services Leader

Director of Human Resources: Accepted offer—within hours of interviewing—as employee-facing HR operations lead for family owned manufacturer in event pipe and drape production. Teamed with external consultant on full business/HR review that identified key areas of improvement then devised, gained buy-in for, and implemented end-to-end improvement plan.

- ⇒ **Appointed HR liaison for time and attendance system overhaul;** currently leading communication, testing, and phased rollout for initiative that will deliver unprecedented visibility into labor impact on EBITDA.
- ⇒ **Instilled accountability and ownership** to create bench and prepare for eventual succession of principals.
- ⇒ **Alleviated overtime burden and created growth pathway** for hourly staff via rollout of cross-training program.

CITY PARK, New York, NY, 2017 – 2018

NYC's Largest Private Parking Operator

Director of Human Resources: Galvanized shift in performance, harmonizing policies, procedures, and execution across 300+ locations citywide. Owned investigations, labor relations, and all core HR functions, rising to address complex compliance issues and culture challenges in environment with entrenched employees—both union and non-union.

- ⇒ **Drove 25% reduction** in turnover via design and rollout of incentive program and bonus structure.
- ⇒ **All but eliminated union grievances in just 6 months**—by cultivating trust and rapport with 4 unions, all governed by different CBAs.
- ⇒ **Instituted rigor and discipline** in environment challenged by lack of standards, processes, or consistency.

BOX HOLDINGS, INC., Camden, NJ, 2016 – 2017

Meal Kit Subscription Service | NYSE: BOX

Director of Human Resources: Devised and deployed HR strategy for start-up subscription meal delivery company during period of explosive growth. Provided guidance and leadership to rapidly develop and mature junior-level human resources team serving diverse employee base of 2,800 in 24/7 environment.

- ⇒ **Led successful crisis response** to viral video that captured misconduct of uniformed, on-duty employees on NJ Transit.
- ⇒ **Pivoted culture from controlling to empowering** by equipping managers with training, tools, and authority.
- ⇒ **Stewarded culture turnaround in concert with cross-functional managers.** Achieved lower turnover, sharp reduction in job abandonment, and increased accountability by demonstrating consistency and fairness in management practices.
- ⇒ **Piloted direct deposit, overcoming significant resistance to roll out to > 90% of employee.** Effort required extensive communication and shift behaviors and was subsequently replicated companywide.

MODSTOP, Jersey City, NJ, 2012 – 2016

Fast Fashion Retail Chain – 70 Stores

Director of Human Resources: Partnered with senior leaders to stabilize and scale HR function as company grew by 35%—to 950 employees across 70 locations in 10 states. Set forth and executed against strategic development plan to gain buy-in across functions and earn HR a seat at the table, embedding employee viewpoint and compliance into corporate culture.

- ⇒ **Coached and developed team of HR generalists** to establish foundation for company's growth.
- ⇒ **Advanced customer service as strategic HR priority** to deliver excellence across multiple divisions internally.
- ⇒ **Stewarded company through 4 existing lawsuits** and fostered culture of compliance to sustain zero legal issues.
- ⇒ **Delivered 38% benefits cost reduction** by renegotiating existing agreement.

ARCADIA, Mahwah, NJ, 2010 – 2012

Regional Franchisee of National Home Furnishing Retailer

Corporate Human Resources Manager: Championed culture, compliance, and engagement as HR leader for rapidly growing licensee as direct report to COO of ownership group with 7 Metro-NY area stores with 300+ employees. Uncovered systemic lack of controls and compliance, initiated challenging discussions, and made changes with lasting impact.

- ⇒ **Lowered turnover and captured critical feedback** leveraged to shape policy as architect of exit interview process.
- ⇒ **Uncovered 401K mismanagement by prior HR leader** and initiated process overhaul to strengthen controls.
- ⇒ **Empowered executives with actionable insight** with HR dashboard that benchmarked and monitored KPIs.

Early Career HR Achievements include:

Director of Human Resources – DONSTOP, Los Angeles, CA (2007 – 2009): Built HR department from ground up for recently acquired solar turbine manufacturer following its acquisition by industry leader.

Director of Human Resources, DISTRIBUTORS, La Jolla, CA (2006 – 2007) Recruited as direct report to CFO for growing citrus establish foundation of compliance, procedures, and best practices.

Human Resources Manager – LOWES, San Francisco, CA (2004 – 2006): Led turnaround of 2nd largest store companywide as the youngest (and only 2nd female) HR manager in store history.

EDUCATION

Master of Science (MS) in Human Resources – University, Los Angeles, CA

Bachelor of Science in Business Management – University, San Francisco, CA

Associates of Science in Computer Science – College, New York, NY