

Dynamic HR leadership and innovation to maximize employee engagement.

Energetic and hands-on, with proven business acumen, HR expertise, and trust building at all levels of an organization. Provides counsel to senior management. Takes initiative to analyze opportunities and threats, develop and implement creative solutions, and follow-up for impact. Approachable, professional, caring, and adaptable style. Natural mentor and developer of high potentials. Experience spans various business environments – from slow to rapid growth.

PROCESS INNOVATION

Leads change initiatives and Lean concepts to break out of constraining paradigms and invest in human capacity. Collaborates across functions to determine areas of greatest need and potential gain. Leads creation of training and coaching programs to support front line and upper level management. Fosters forward and right-minded thinking. *Reduces costs and creates efficiencies.*

HUMAN RESOURCES SERVICE DELIVERY

Customer Responsiveness

Delivers HR programs for maximum impact. Reduces response time and focuses HR team on understanding and meeting critical customer requirements. Ensures department is perceived as open, accessible, and helpful. Resolves internal conflicts by tactfully yet directly addressing root problems. Connects HR metrics to support business goals. *Exceeds customer expectations.*

Functional Expertise and Impact

Drives continuous improvement through management of all HR functions, from talent acquisition and employee relations to benefits and compensation negotiations. Implements health and safety initiatives. Aligns culture with values, while maintaining strict legal compliance. Designs and delivers training programs. *Lowers risk and develops talent.*

STRATEGIC LEADERSHIP AND COACHING

Applies business and market understanding to determine how HR can impact strategic goals. Analyzes financial and operational realities. Advises and collaborates with leadership to develop strategic concepts. Coaches and mentors managers to increase resilience, develop emotional intelligence, increase critical thinking, and improve decision making. *Turns ideas into action.*

EXPERIENCE

ELECTRONICS FOR IMAGING, INC., Meredith, NH

9/2013 - current

Director, Human Resources – Inkjet Solutions

Driving human capital strategy to deliver \$1B 2016 revenue target.

HR Business Partner providing and executing on the strategic human capital needs for \$350M global Inkjet Solutions business unit, a world leader in digital printing innovations.

- ◆ Develop and execute the human capital strategy for business unit, partnering with global human resources team to create and provide enterprise-wide HR strategies. Ensure alignment with business unit and corporate objectives and long-term strategy.
- ◆ Leverage individual and HR community functional expertise to accomplish initiatives and enable senior leadership team to drive business results. Understands business needs and initiates change management strategies to ensure business success.
- ◆ Designing metrics to identify trends, measure success, and define actions.
- ◆ Lead job design effort for global HR team re-organization. Key influencer in re-alignment of HR function with contemporary and evolving business direction.
- ◆ Coach and mentor HR staff for professional growth and expanding business need.

ELBIT SYSTEMS OF AMERICA, Merrimack, NH

5/2008 – 10/2012

Director, Human Resources***Created high performance HR team to overcome challenging business conditions.***

Led HR with hands-on approach at \$200M, 550 employee manufacturing subsidiary serving medical instrumentation, defense/homeland security, and commercial aviation markets.

- ◆ Supported three business divisions, providing business partnership, guidance and counsel for senior leadership and division employees.
- ◆ Led continuous improvement within non-production group. Utilized Lean concepts with 7 member HR team, implementing Kwick Kaizen goals and quarterly check-ins.
- ◆ Managed recruiting/onboarding for 70+ yearly hires. Hired recruiter to save \$100K+ in fees.
- ◆ Initiated consultant-assisted creation of *Managers' Toolkit* program, known as "Supervision 101." Program organized into 12 – 3+ hour modules with 8 to 20 attendees/session. Efforts:
 - Improved 90 managers' supervision, coaching, and team leadership skills. Program adopted by corporate and expanded across entire US enterprise.
 - Wrote curriculum and taught "Managing the Generations" module.
 - Taught "Manager as Coach" and "Treating Employees Fairly" modules.
- ◆ Exceeded required 10% cut of \$2M HR budget by \$50K, while maintaining service quality.
- ◆ Teamed with 4 HR peers on numerous uniformity initiatives, taking lead on writing new 30+ page employee handbook and vacation policy. Assisted with global HR presentation in Israel.

AAVID THERMALLOY, Concord, NH

2001 - 2008

Director, North America Human Resources***Controlled employment costs while maintaining a positive work environment.***

Provided hands-on management of all HR services for 400+ employees in US and Mexico locations of world's leading manufacturer of thermal management solutions.

- ◆ Supervised US, Canada, and Mexico HR managers. Interfaced with HR professionals in Europe and Asia to support global organizational initiatives.
- ◆ Established efficient processes for expense analysis and developed cost reduction strategies, reducing annual benefits cost increases from 30% to 15%.
- ◆ Became 1st of Cigna's New England customers to design and implement HRA health plan.
- ◆ Performed wide range of employee relations activities and managerial coaching. Wrote employee handbook from scratch.
- ◆ Saved \$170K through research and discovery of medical insurance invoicing errors.
- ◆ Facilitated closing of 2 Texas plants with 200+ employees each. Led 6+ NH plant layoffs.
- ◆ Reversed double digit premium increases in workers' compensation to annual credits.

THE HOME DEPOT, Concord, NH

1992 - 2001

Assistant Store Manager

Drove business results and culture continuity during period of explosive growth.

Exceeded aggressive revenue targets and customer centric measures in fast-paced merchandising environment. Held various roles at 9 different 350+ employee locations, each with 250+M in sales.

Human Resources

- ◆ Provided employee relations support for approximately 300 managers, supervisors, and employees, including: monitoring performance, resolving conflicts, conducting training, counseling employees, overseeing terminations, and coaching managers.
- ◆ Mentored and trained newly promoted operations managers for NH/MA region.
- ◆ Supported safety & health programs. Managed workers' compensation program.
- ◆ Involved with all recruitment, on-boarding, retention, and benefits administration.

Operations, Merchandising, and Inventory Control

- ◆ Led department teams to achieve \$12M annual revenue through creative sales techniques.
- ◆ Achieved 98% on-time vendor-to-store deliveries by developing relationships and improving communication. Fostered and modeled excellence in customer service.
- ◆ Held P&L accountability. Responsible for \$1.6M in inventory at highest volume location.
- ◆ Completed 2-year management fast-track training in 21 months, serving in operations, merchandising, and management roles with 13 to 22 direct reports/role.

CERTIFICATION/EDUCATION

SENIOR PROFESSIONAL IN HUMAN RESOURCES (SPHR)

SHRM SENIOR CERTIFIED PROFESSIONAL (SHRM-SCP)

SOUTHERN NEW HAMPSHIRE UNIVERSITY, Manchester, NH

MBA, Human Resources Management

Graduate Certificate, Industrial Relations

STOCKTON STATE COLLEGE, Pomona, NJ

BA, Business Management