

SUMMARY:

Highly-qualified, hands-on Senior Human Resources Manager and business partner with outstanding global experience in all functional areas of human resources gained through a career progression of diverse and challenging assignments. Proven ability to deliver strategic leadership and expertise to align Human Resources with business strategy. Equally effective working in emerging environments and large multinational companies. Strengths include:

- A leader and implementer of organizational culture change and process to improve organizational effectiveness.
- Effective collaborator and problem solver in high-growth, demanding environments with solid background in employee assimilation / on boarding in global organizations.
- Confirmed aptitude for implementing competitive compensation and benefits programs that reinforce the company's ability to attract, retain and motivate a quality workforce.
- A persuasive manager with a clear business focus, strong relationship-building skills and experience achieving first-rate results in performance-driven, customer-driven, and market-driven organizations.
- SHRM Certified: Senior Professional in Human Resources (SPHR).

EXPERIENCE:

EGENERA, INC., Marlboro, MA

January 2010 – Present

Egenera is a leading provider of Infrastructure-as-a-Service (IaaS) technology

Strategic Staffing Specialist (Consultant)

- Actively recruiting for multiple positions focused on enterprise, mission critical software products in the area of Converged Infrastructure with a focus on OS Virtualization technologies.

STREAM GLOBAL SERVICES, Wellesley, MA

June 2009 – November 2009

Stream is a premium business process outsource provider specializing in customer relationship management services.

Human Resources Project Manager (Consultant)

Accountable for the global redesign and implementation of Stream's career portal, with links to Taleo and four other applicant tracking systems. System accommodates five languages, English, French, German, Italian and Spanish.

- Project managed development and implementation of new career website, including site design and layout, copywriting, content management and interactive elements. Created employee questionnaire, surveyed ten global worksites and collaborated with legal team to obtain testimonial releases for online publication.
- Managed video production, developed script concepts and approved final content. Approved actors, instructed videographer concerning editing, and ensured that multilingual closed captioning was used. Website offers unique online experience for job seekers. Highlights include:
 - Interactive user experience with audio files that provide seeker with real-life customer calling scenarios, and videos that highlight Stream's culture.
 - Career Fit Guide that leads user through series of multiple choice questions, resulting in job match.
 - Employee photos and testimonials gathered by SurveyMonkey that speak to company culture, values, and personal workplace experiences.
- Managed global project teams responsible for multilingual content development. Determined assignments, set deliverables and conducted weekly team meetings to analyze and review content and design ideas.
- Composed site business requirements for developers to use as foundation for system requirements documentation.
- Ensured keyword utilization and previously inaccessible web traffic activity and growth via search engine optimization (SEO).

MONSTER WORLDWIDE INC, Maynard MA

2003 - 2008

Monster Worldwide, Inc. (NYSE: MWW), parent company of Monster, the premier global online employment solution.

Senior Director Global Recruitment, Monster Worldwide (2007 - 2008)

Promoted and managed recruitment for Monster Worldwide to support new organizational changes. As Human Resources business partner, directed global recruitment operations. Managed, coached and mentored a global recruitment staff of 25, established process and promoted brand awareness. Forecasted and managed \$3M annual budget.

MONSTER WORLDWIDE

- Managed organizational transformation of Recruiting department from decentralized function to global organization.
- Built workflows to automate recruitment process, resulting in improved recruiting team efficiency.
- After restructuring and layoffs, developed and implemented new processes associated with transformation, including first global requisition approval process. Monitored and tracked approvals of 1,500+ positions within first six months, and created analytics and insights for leadership team. New processes enabled viewing of all open positions by country, organization and function and ability to distinguish between new, replacement or restructure requirements.
- Conducted hands-on development of recruitment strategy with three key North America projects, including:
 - Hired 140 sales staff in 38 distinct markets, 200 customer service employees in new company location and 100 technology hires, including engineers, business analysts and product managers.
 - Set up SharePoint sites for reporting hiring metrics. Ensured compliance with Office of Federal Contract Compliance Programs (OFCCP) regulations through training sessions and reviewing performance standards uniformity.
 - For EU sales expansion effort provided weekly updates during EU sales calls. Presented recruitment strategy to sales leaders, which included increasing recruitment resources, expanding focus of employee referral program, hiring recent grads, increasing brand awareness and management training.
- Concentrated efforts on employer branding and revamping Monsterhires website.
- Restructured recruiters' compensation from commission-based to salary-based plan, resulting in \$75K annual savings.

Director Human Resources, Monster Technologies (2005 - 2007)

Business partner and key member of executive team supporting the EVP and Global CIO for Monster Technologies, with approximately 750 global technology and innovation employees and major development centers in Prague and Malaysia. Provided ongoing comprehensive human resource consulting, including employee relations, succession planning, performance management, recognition and retention programs, internal communications, reporting and analysis, new hire integration, and global mobility. Managed team of five direct reports.

- Delivered and led divisions' global HR strategy, programs, policies and operations for business units across multiple countries, as well as leveraging centralized, global centers of excellence, including compensation/benefits/systems, training and development, staffing. Countries included 16 European countries, India and Malaysia. As result of highly successful effort, Technologies was company's first business unit to complete all initiatives ahead of schedule.
- Ensured appropriate employees and hiring practices to meet short- and long-term business needs by working closely with hiring managers and finance on monthly forecasting and budgeting for hires in all global locations. Developed win-win relationships with key employment agencies and implemented temp-to-perm hiring process, enabling no-fee hire of temporary worker as full-time employee after three month tenure, resulting in significant cost savings.
- Successfully retained 92% of top performers in 2005 by ensuring on-target compensation, providing international and US stretch assignments and confirming training / development concentration.
- Successes resulted in promotion to Senior Director Global Recruitment position.

Human Resources Manager, Monster Technologies (2003 - 2005)

Selected by SVP of HR to serve as HR project manager for key business initiative. Managed HR resources to support successful implementation of Oracle HRMS, resulting in a single national HRIS system within nine-month period.

- Completed worldwide competitive analysis for Monster Technologies. Made significant headway in North America compensation, moving from -7.3% behind market 50th percentile to on-target achievement.
- Established global on-call program for Monster Technologies, resulting in company-wide consistency and cost savings by eliminating 10% shift differential and creating true work / life balance for on-call staff.

- Implemented two reward and recognition programs that allowed acknowledgment of over 80% of organization formerly without incentive plan.
- Oversaw development of HR and management processes for Prague Development Center (PDC) and created Senior Leadership Team to ensure effective management team. Group was strategically focused, providing forum for timely communication of key business issues, with combined efforts resulting in 50% PDC growth in one year.

CROSBY BENEFIT SYSTEMS, Newton, MA

2002 - 2003

Crosby Benefits Systems develops benefit programs for over 500 New England based organizations.

Human Resources Manager

Managed all human resources functions for this \$6M, 60-employee benefit consulting company.

- Partnered with management to better align company with changing market conditions and customer requirements. Developed new organizational structures, defined job descriptions and outlined recruitment, training and budget requirements.
- Worked with first-time managers to develop and enhance supervisory and employee relations skills.
- As Health Insurance Portability and Accountability Act (HIPAA) Privacy Officer, oversaw HIPAA implementation process for entire organization, creating policies and procedures to ensure 100% compliance.

EZENIA! INC., Burlington, MA

1997 - 2001

A leading provider of real-time collaboration solutions for corporate networks and eBusinesses.

Human Resources Manager

Delivered full range of human resources management for this 200 employee, \$53M international multimedia collaboration company. Reported to Vice President of Human Resources, and supervised staff of three.

- Key member of management task force established to effectively integrate two organizations after acquisition, resulting in trouble-free, successful transition of 40 employees with zero turnover.
- Developed and implemented highly-regarded employee programs that significantly improved employee retention.
- Directed corporate wage and salary administration. Implemented first corporate-wide compensation program.
- Served as interim HR Director.

LEWTAN TECHNOLOGIES, Waltham, MA

1992 - 1997

The foremost provider of content- and technology-based solutions to members of the global asset-securitization industry.

Human Resources Manager

As company's first Human Resources Manager, directed human resources function for rapidly growing professional services / financial software company with 90 employees.

- Ensured legal compliance in all areas of benefits, staffing, compensation, employee development and performance management.
- Significantly revamped benefit offerings to include 401 (k), disability and tuition assistance and ensured cost effectiveness of programs.
- Developed employee handbook and new hire orientation program.
- Reduced recruitment costs \$20K by developing employee referral program and negotiating agency fee agreements.
- Developed comprehensive recruitment campaign for Professional Services group. Successfully filled several key roles during period of rapid growth.

EDUCATION / CERTIFICATIONS:

BS, Consumer Studies, Syracuse University, Syracuse, NY

Senior Professional in Human Resources (SPHR), HR Certification Institute, Alexandria, VA

Human Resources Certificate, Bentley College, Waltham, MA

MEMBERSHIPS:

- Society of Human Resources Management (SHRM)