

ELIZABETH LANG-HOLMES

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PROFESSIONAL SUMMARY

Dynamic and talented senior level generalist with extensive experience in all facets of Human Resources including: global HR, change management, training and organizational development leadership development/coaching, recruiting, strategic staffing and retention planning, HR legal and Labor Relations. Extremely proficient in resolving complex and difficult employee relations issues. Adept at analysis, development and implementation of strategic business processes that lead to bottom-line results. Creative, energetic and value driven individual with the utmost integrity, loyalty and dedication. Strategic and tactical leader/role model respected by staff at all levels. Industry experience in healthcare, biotechnology, software, hardware, high tech manufacturing, non-profits, human services, etc.

PROFESSIONAL EXPERIENCE

HRe-Sources, LLC, HOLLISTON, MA **2010 – present**
HRe-Sources is a select group of highly talented, senior human resources practitioners who provide organizations of all sizes with human resources solutions and expertise on a permanent, interim or consulting basis.

Sr. HR Generalist/Staff Consultant

Oxfam America Corporate, Boston, MA **2007-2009**
International Offices in Africa (Ethiopia, Sudan, Senegal, Mali, South Africa, Zimbabwe and Mozambique) Cambodia, Peru, San Salvador and the Gulf Coast
Over \$65 million dollar Non-Governmental Organization (NGO) providing humanitarian global relief and committed to its mission of ending poverty and injustice worldwide.

Senior Global Human Resources Director

- Advised the Executive Leadership Team and provided input to the Board of Directors as well as participating on relevant Board Committees.
- Member of the Executive Leadership Team setting the direction for the agency based on humanitarian needs and the needs of our constituents world wide.
- Represented the agency globally in this highly visible role.
- Responsible for all facets of Global Human Resources inclusive of employee relations, labor relations, training and organizational development, recruitment, retention, global compensation, global benefits and international labor law.
- Handled all strategic and tactical Human Resources issues at all levels in the organization.
- Managed a budget of over 1.2 million dollars annually
- Analyzed, developed and implemented cost effective programs, policies and procedures to improve the efficiency and productivity of all staff.
- Managed all operational Human Resources' initiatives with the goal of continuous improvement, cost effectiveness, and increased customer service.

EMC Corporation, Hopkinton, MA **2005-2006**
Over \$10 billion dollar world leader in storage systems, software, networks and services that store, protect, move, manage and access information globally.

Senior Human Resources Global Operations Manager

- Managed business operations to improve efficiencies within the Marketing, Field Marketing, Global Financial Services and Sales Engagement division worldwide.
- Managed global processes/reporting to include financial, productivity, quality, training and organizational development, retention, etc.
- Analyzed global data using PeopleSoft and other HR tools to provide decision support to senior management.
- Implemented and managed all Human Resources processes including workforce planning, recruitment, compensation, training, performance management, employee relations, reward and recognition, etc.
- Contributed to the strategic direction and formulation of policies, procedures, systems and initiatives in this globally matrixed organization.
- Initiated and was involved in all functional strategic decisions involving the efficient use of Human Resources
- Oversaw and monitored projects to ensure completion on schedule and within or under budget.
- Drove the business from a global perspective and set policies in conjunction with senior management.

North Shore Medical Center (NSMC), Salem, MA

2003-2005

Member of the Partners Healthcare Network with over 4,000 employees in multiple sites on the North Shore

Director of Human Resources

- Provided Comprehensive Human Resources over-site and services for all NSMC employees and management
- Directly managed HR staff and daily operations inclusive of budget, staffing, employee relations, labor relations (Chief Spokesperson), employment, Compensation, benefits, training and organizational development, etc.
- Developed, managed and administered HR policies and programs including employee and management coaching.
- Provided organizational development and strategic support in designing and implementing programs in support of key business initiatives.
- Well versed in PeopleSoft and other HRIS programs/tools to increase business efficiency.
- Acted as an internal management consultant to advise the organization on various complex issues inclusive of people, process, strategy, communications, culture, and the management of change.

Ipswitch, Inc., Lexington, MA

1999-2003

Atlanta/Augusta, GA and Amsterdam, The Netherlands

\$30 million dollar privately held software and services company; develops and sells the following products; IMail Server (messaging), WhatsUpGold (network monitoring), Ipswitch IM (instant messaging) and WS_FTP Pro (File transfer) worldwide. Employer of choice as highlighted in the Wall Street Journal.

Vice President of Human Resources

- Managed the company as part of the senior executive staff.
- Advised the president/owner and all senior management (Sales, Operations, information Technology, Marketing, Research and Development, Finance and International) on key strategic initiatives including growth and development, team effectiveness, HR strategy, employee relations, etc.
- Directed an HR Team to be aligned with business objectives and goals leading to improved programs/processes and significant cost savings.

- Designed, developed and implemented all people strategies, policies and procedures to grow the company nationally and internationally.
- Liaison to all external HR vendors and consultants.
- Led the project to open an international sales and technical support office in The Netherlands. Worked with the government of Holland to acquire incentives for the company.
- Responsible for hiring, benefits, compensation, training and organizational development, employee relations, performance management and other initiatives to build fully functioning operations in the Netherlands.
- As a “hands on” leader, managed organizational development, training, recruitment, benefits, benefit’s negotiations, compensation, compensation analysis, employee relations, reward and recognition, diversity, legal compliance, relocation, immigration, performance management , career development, events, safety, leadership coaching/development, and philanthropy.

Mack Technologies, Westford and Marlboro, MA

1995 – 1999

Mack Technologies, Ltd, Scotland, UK

Wholly owned \$500 million subsidiary of the Mack Group. Formed through the acquisition of a Sun Microsystems division specializing in printed circuit board assembly, systems assembly, testing, and worldwide order fulfillment. ISO 9002 certified and FDA registered.

Vice President of Human Resources

- As a member of the executive staff reporting to the President, set the companies’ direction, strategy and global initiatives. Responsible for all Human resources initiatives in the US and UK
- Led the project to open an international site in Scotland, UK. Worked with the government of Scotland to acquire incentives for the company.
- Directed the HR function for the Westford, Marlboro and Scotland Sites in support of Sales, Marketing, Research and Development, Engineering, purchasing, Operations and Administration.
- Responsible for prioritizing and recommending key, cost effective and value added HR initiatives to support the goals and objectives of the company.
- Ensured the balance between employee needs, management priorities and bottom-line results.
- Responsible for strategic planning, process improvement, day-to-day operations, benefits negotiations/selection, compensation, bonus and incentive plans.
- Responsible for performance management, recruitment, policies and company guideline development.
- Initiated and chaired leadership and employee teams.
- Business partner with all departments to streamline operations and increase workplace efficiencies.
- Resolved complex employee relation’s issues and instituted programs and guidelines to prevent future issues.
- Facilitated learning programs, training and organizational development initiatives.
- Developed HR infrastructure and programs including diversity/affirmative action, reward and recognition, retention, and assimilation programs.

Massachusetts General Hospital (MGH – Partners) Boston, MA

1987 - 1995

MGH is the original member of the Partner’s Organization. Was also responsible for four neighborhood health centers as well as for the Daycare center and Research campus in the Charlestown Navy Yard.

Human Resources Manager; Training and Organizational Development

(1992 – 1995)

- Directed the training and organizational development for the 14,000 employee, Harvard University international teaching, research and clinical organization
- Led operations, conference center management, strategic planning and implementation for this 10 classroom facility. Designed and developed efficient systems and procedures.
- Managed 10 full time and 20 contingency staff with a budget of over \$3 million per year
- Consulted and provided counsel to executive and frontline leadership to determine training and organizational development requirements via needs assessments, focus groups, surveys, etc.
- Designed, developed, delivered and implemented training and staff development programs to support the strategic goals of specific departments. Negotiated with MGH leadership for time lines, budget, resource requirements and logistics.
- Managed all facilitators/trainers in Customer Service, Leadership Development, Diversity, Career Development, Succession Planning, 5 levels of English as a Second Language, Adult Basic Education, Literacy, Spanish, Medical Terminology, Computer training (PC and MAC), Quality, Zenger-Miller programs and organizational development initiatives/interventions.

Human Resources Manager; Employment and Recruitment

(1987 – 1992)

- Managed all recruitment in multiple sites/health centers with an advertising budget in excess of \$2 million per year
- Managed recruitment and advertising for all clinical, research, administrative, fiscal, high tech, and plant maintenance positions.
- Managed a professional staff of 20.
- Oversaw the Affirmative Action Plan and worked with departments to achieve diversity goals. Managed state and federal audits (DOL, MCAD, OFCCP, EEOC, etc.)
- Developed and implemented local, national and international recruitment plans, applicant tracking system, and reduction in force/outplacement initiatives. Handled visas and visa issues with foreign nationals.
- Led the initiative to provide MGH with its internal temporary agency – Bulfinch Temps saving the institution hundreds of thousands of dollars annually and providing consistency and quality of service.
- Provided supervisory training in Legal and Effective Interviewing Techniques as well as policy and legal interpretation of the Americans with Disabilities Act (ADA)
- Served as liaison to community organizations, colleges and other recruitment sources.
- Chaired Immigration Committee which resulted in the establishment of the MGH Corporate International Office.

EDUCATION

BA, Psychology/Sociology, Massachusetts College of Liberal Arts

REFERENCES

References available upon request