

ROBERT F. RIVERS

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SUMMARY

Senior human resource and operations professional experienced in corporate, high technology, professional services, and manufacturing environments. A proven builder of human resource teams. Demonstrated abilities include strategic planning, talent acquisition, employee relations, compensation and benefits, and program development. Companies worked for include **Damon Medical, Computervision, Bose Corporation, Adept, Inc., VNA of Rhode Island and Harte-Hanks.**

EXPERIENCE

HUMAN RESOURCE CONSULTING, Ashland, MA 2009 - Present

Senior Consultant

- Associated with **Workplaces Inc.**, a workplace strategy company. We incorporate expertise in Workplace Design, Technology, and Human Capital to insure that an organization's physical and virtual workplaces are robust, high performing, and successfully adopted by the employees.

HARTE-HANKS, BILLERICA, MA 2006 – 2008

Senior Human Resources Business Partner

- Supported 6 Managing Directors and 2 Corporate Officers on all organizational/human resource issues.
- Worked closely with managers in areas of account services, IT, marketing, sales, professional services, and finance.
- Resolved complex employee relations issues preventing the need for external intervention.
- Contributed to development and implementation of a HR shared services model targeted to improve service and reduce cost.
- Directed several downsizings which reduced operating expenses by \$2MM.

HUMAN RESOURCE CONSULTING, Ashland, MA 2004 – 2006

Senior Consultant

Provided the following services to organizations in need of human resource assistance:

- Performed full life-cycle technical staffing for an R&D division of a high performance materials manufacturer.
- Consultant to a Cambridge, MA start-up organization for a performing arts organization. Activities included recruiting, development of an employee handbook, formulation of a policy manual, and strategic planning with President.
- Served as a temporary Human Resources Director for VNA in Rhode Island. Duties included a human resource audit, assisted President on determining strategic direction of the human resource organization, and recruiting of key personnel, including a full-time human resource director.

WILLMOTT & ASSOCIATES, Providence, RI 2003 – 2004

Senior Consultant

- Pursued opening of Connecticut office for organization.
- Sales, Marketing, and Placement of human resource professionals to companies throughout New England.
- Provided quality candidates in a timely and cost-effective manner.

ADEPT, INC., Framingham, MA

2000 – 2002

Director of Human Resources

- Managed human resources, sales support and operations functions in 5 Northeast sales and recruiting offices for a \$70MM, 110-employee IT contracting and solutions organization with 400 consultants.
- Created commission plans for sales and recruiting groups.
- Reviewed and administered all consultant contracts for legal compliance.
- Approved all client contracts to insure accuracy of terms and profitability of agreement.
- Negotiated all benefit plans through 3rd party administrator to insure competitive programs and full compliance.

WILLMOTT & ASSOCIATES, Waltham, MA

1997 – 2000

Senior Consultant

- Sales, Marketing, and Placement of human resource professionals to companies throughout New England.
- Provided quality candidates in a timely and cost-effective manner.

HUMAN RESOURCE CONSULTING, Ashland, MA

1994 – 1997

Senior Consultant

Provided the following services to organizations in need of human resource assistance:

- Project Manager for start-up manufacturing facilities in South Carolina with Massachusetts consumer electronics firm and an Ohio-based consumer products firm. Directed the recruiting and training of new employees. Worked with local and state officials on smooth transition to new location for all relocated personnel.
- Human Resources/Facilities Project Manager for new \$60M, 600-employee corporate office building. Duties included liaison with construction team, architect, project manager and company executive team on space planning and other key issues relating to moving to new facility.
- Advised President of privately held manufacturing company on organizational issues, strategic planning, and staffing.

BOSE CORPORATION, Framingham, MA

1986 – 1994

Senior Manager, Human Resources

- Overall human resource leadership for manufacturing facilities in the United States (3), Canada, Ireland, and Mexico.
- Successfully negotiated three-year labor contracts for the Canadian manufacturing facility in 1990 and 1993 enabling the manufacturing division to meet its strategic goals and maintain production schedules.
- Led human resources organization in qualifying for “World Class Manufacturing” status for all facilities.
- Team leader to select site for manufacturing expansion in the southeast United States. Recommendation accepted and construction began in the spring of 1995 in Columbia, South Carolina.
- Led the human resource start-up of the southwest (Arizona and Mexico) manufacturing operation in 1988 that included the hiring of management staff, supervisors, and engineers for a 150-employee plant.

Additional experience as a human resource manager for Computervision and Damon Corporation and as an educator with the Central Berkshire Regional School District.

EDUCATION

M. Ed., University of Massachusetts, Amherst, MA

B.A., Massachusetts College of Liberal Arts (formerly North Adams State College), North Adams, MA

MEMBERSHIPS

Northeast Human Resource Association

Veteran, U.S. Army