

Client Name

Human Resource Director

Strategic-thinking HR director known for leading direct/indirect reports through emphatic and collaborative management style and instilling work culture that promotes employee engagement within multi-dimensional organizational settings.

- Track record of devising and integrating forward-thinking HR/people management strategies that enhance employee communication, improve talent acquisition/retention, and establish transparency at varying organizational levels.
- Transformative change agent with notable success enabling start-ups and underperforming companies to emerge as best-in-class by championing the development and delivery of progressive workplace solutions.
- Adept at implementing replicable and scalable processes across workforce planning/recruitment, performance management, and on/offboarding facets in line with legislative frameworks to accomplish key business objectives.
- Credible history of providing strategic guidance on HR implications/regulations, resolving issues across the employee lifecycle, and delivering capacity building/professional coaching to staff members and line managers.
- Skilled in identifying areas of improvement in existing HR policies, assessing/mitigating risks, and executing change management initiatives to boost performance/productivity.
- Refined communicator with proven capability to influence key stakeholders and cultivate positive relationships at all levels.

Areas of Expertise

- HR Business Partnering/Management
- Employee Development Initiatives
- Budget Analysis & Forecasting
- Employee Relationship Management
- Benefits Administration & Control
- People/Performance Management
- Recruitment/Onboarding Procedures
- Talent & Succession Planning
- Organizational Design/Effectiveness
- Multi-State Payroll Processing
- Change/Transition Management
- Compliance & HR Administration
- Federal & State Employment Laws
- Contract Management
- Staff Training & Development

Signature Accomplishments

- Triggered increase in patient care by 25% through San Antonio clinic personnel restructuring during the tenure at Legacy Heart Care, LLC.
- Fostered career development of LHC team skillset for managerial roles by implementing replicable and scalable processes around hiring, onboarding, performance feedback, and compliance facets, while serving as Human Resources Director.
- Led the policies integration of the newly acquired business division of 70 employees across 11 states, while ensuring the strategic alignment of HR with new business goals by utilizing workforce integration plans at Intercool USA, Carrollton, TX.

Career Experience

Legacy Heart Care, LLC, Fort Worth, Texas (Remote)

2021 - Current

Human Resources Director

Improve company culture, drive efficiencies across talent acquisition process, provide strategic expertise to the executive team, and exemplary lead 75 employees across three states. Report on end-to-end HR functions to the CEO, while effectively managing a direct report in line with organizational vision. Lead and optimize end-to-end human resources functions, such as employee relations, payroll, compensation and benefits, and employment law at all company locations, while exemplifying the company's core values. Ensure alignment of current human resources structure to uphold the highest standards of integrity in human resource operations.

- Hired and onboarded 15 new members of the Flow Therapy team within the first 90 days of employment.
- Increased average patient load from 20 to 30 by reorganizing clinical staff structure.
- Elevated monthly patient visit count by 25 through effective staffing of two newly inaugurated clinics.
- Successfully recruited new employees within the retained timeframe of 30 days from posting through talent acquisition model revitalization.

- Delivered greater impact in elevating clinic performance by revamping leadership structure over clinical directors.
- Enabled the accomplishment of strategic business objectives by steering the identification, development, and implementation of human resources initiatives.
- Improved employee experience lifecycle by reshaping recruiting, onboarding, and training initiatives.
- Enhanced employee communication and transparency in responsibilities through the company's first feedback and performance process implementation in 2020.
- Led the deployment of Culture Index to ascertain and improve employees' sentiments, opinions, and attitudes on different aspects of the company and designated tasks/responsibilities.

Intercool USA, Carrollton, TX

2019 - 2021

Human Resources Manager

Streamlined the processes/procedures for the first human resources department; shaping the HR life cycle for over 130 employees in 15 states. Devised, applied, and dealt with national HR processes and life cycle, including recruitment, staffing, on-boarding, training, and retention for administrative and field employees. Completed four payroll integrations within two years with four different payroll systems, including Paychex, Vista by Viewpoint, ADP Smart Compliance, and ADP Workforce. Monitored all benefits open enrollments, relationships with the broker, and monthly reconciliations of carrier bills. Controlled all endeavors regarding maintaining the 401(k) plan, enabling compliance, and processing the annual 5500 reports.

- Pivotal in initiating and launching the company's first online portal for onboarding, benefits enrollment, and communications; maintain the protection of employee information and accuracy of data.
- Provided key recommendations and strategic expertise on effective problem resolution leveraging using constructive strategies that facilitated relationships across the company.

Christian Community Action, Lewisville, TX (Non-Profit)

2016 - 2019

Human Resources Director (Promotion)

Steered the transformation process of HR into a true strategic business partner during an end-to-end organizational restructuring of 120 employees located across the five locations in North Texas. Rebuilt executive team, including replacing the CEO and Director of Development through close collaboration with Board of Directors. Ensured adherence to state and federal laws by managing and evaluating all personnel policies and practices. Delivered advice to management and employees of their rights and responsibilities in personnel matters.

- Led the transition from outdated technology with Paycom into a fully integrated HRIS platform from Insperity, improving analysis, reporting, and planning capabilities and streamlining daily HR functions.
- Built proactive employee relations and optimized communication to resolve previous management issues and restore credibility to the employee-centric focus of the organization.
- Advocated HR vision and incorporated sustainable infrastructure, systems, processes, and practices.

Christian Community Action, Lewisville, TX (Non-Profit)

2013 - 2016

Compensation & Benefits Manager

Coordinated with a wide range of duties, including administering payroll platform through Paycom, processing payroll bi-weekly for 180 employees, and controlling benefits component of the onboarding process, while managing FMLA leave process and STD claims. Performed a broad spectrum of tasks, including maintaining the 403 (b) retirement plan, ensuring compliance, and leading the annual 5500 audits and submission.

- Filed yearly EEO-1 and ACA reporting through analysis of employee and benefits enrollment records.
- Oversaw yearly open enrollment process, updated payroll deduction records, and reconciled carrier bills monthly.

Additional Experience as Human Resources Assistant, Cardinal Tracking

Education & Credentials

MBA Degree, Organizational Behavior and Human Resource Management | University of North Texas, US

Bachelor of Arts Degree, Sociology | University of North Texas, US

Society for Human Resource Management Certified Professional (SHRM-CP)