

Ann Bennett

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HUMAN RESOURCES PROFESSIONAL

Seasoned HR generalist with 17 years' experience, holder of a B.S. in Psychology and an M.B.A. Knowledgeable in HR strategy, compensation issues, benefits administration, recruitment, training, and employee relations. Track record for partnering with senior leadership in large and mid-size organizations to improve productivity, enhance employee morale and increase shareholder value. Expert in State and Federal laws and regulations.

EXPERIENCE

ABC PHARMACEUTICALS, Pharmtown, US

May 2003 – present

Human Resources Business Partner

March 2007 – present

Leader in defining, implementing, and overseeing Human Resources (HR) program and performance development, policies, and initiatives for the Finance and Information Systems functions at one of the fastest-growing pharmaceutical companies in the United States (over 5,500 employees).

- Coach functional head and senior-level management to enhance leadership effectiveness, improve team dynamics, and identify barriers to organizational success.
- Drive and support change through organizational design, training, recruiting, and compensation. Partner with HR Director to implement strategies aligned with organizational objectives.
- Provide training and OD interventions in Finance and Information Systems to managers and employees.
- Counsel management and employees on employee relations issues; manage employee complaints, harassment allegations, work/performance issues, and EEO-related complaints; investigate issues and recommend appropriate action. Ensure legal compliance; leverage employee abilities; and manage risk.
- Propose and implement solutions to address compensation concerns. Manage compensation process for functional groups to include equity assessment, job description creation/updates/analysis and salary administration. Partner with Talent Acquisition to ensure recruiting and hiring strategies are developed and executed for functional groups.

Key accomplishments:

- Utilized Strategic Architecture process to set the IT and Finance mission, vision, operating guidelines, barriers, and fiscal year goals.
- Conducted highly successful two-day offsite team building workshop, in partnership with Talent Management group, that incorporated leader and team 360 feedback, functional strategy, and goal setting sessions.
- Completed the leveling and grading of organizational structures for the Marketing, Ethics and Compliance, Information Technology, and Finance groups when company merged with another company and doubled in size in 2008.

Regional Human Resources Manager

May 2003 - March 2007

Specialist in HR policies and activities, including employee relations, recruitment, job analysis, compensation, performance management, employee training/orientation and development, rewards and recognition systems, government compliance, and employee records.

- Advised and coached managers and employees through issues relating to performance management, progressive discipline, compliance complaints, harassment and discrimination complaints, and conflict management and resolution.
- Evaluated reports, decisions and departmental results in relation to previously established performance goals. Analyzed trends in turnover, hiring, promotions, separations and grievances to determine support or action needed to adjust unfavorable trends. Conducted exit interviews for all field sales personnel and assessed key reasons for separations.
- Managed employee relations by standardizing processes, ensuring legal compliance, leveraging employee abilities, and managing risk effectively. Interacted with employees on a regular and continuous basis, answering questions, resolving problems, facilitating meetings/discussions, and providing consultative advice.
- Worked with Sales Management to develop departmental goals, objectives, and systems that corresponded with company's organizational strategy.

AUTOMATIC DATA PROCESSING, Elk Grove Village, IL

1999 - 2003

Area Human Resources Manager

Management consultant and employee advocate covering six field offices in Indiana, Wisconsin, Missouri, and Illinois (450 sales and service associates).

- Managed one HR Generalist and two long-term contract recruiters.
- Investigated and resolved charges such as sexual harassment, violence in workplace, ethics violations, public aid fraud, pregnancy/racial/gender discrimination, and ADP policy violations.
- Organized personnel recruitment program in Midwest; conducted pre-employment screening and post-hire and exit interviews; alerted management to new hire issues and termination trends.
- Managed STD and FMLA processes. Resolved payroll-related issues including severance, commission, merit, and market adjustment payments.
- Oversaw competency-based performance evaluation and recruitment process via web-based system.
- Developed and administered EEO/Affirmative Action plan. Planned and conducted personnel training and development programs, including but not limited to: progressive discipline, harassment-free workplace, employee retention, and sales ethics.

J.C. WHITNEY AND COMPANY, Chicago, IL

1996 - 1999

Human Resources Manager

Manager for all Human Resources operations (recruitment, training, budget, compensation, payroll, employee relations, HRIS) for a 75-year-old, 800-employee mail order automotive retailer.

- Managed and developed two HR administrators and one payroll supervisor.
- Planned recruitment program strategy to attract qualified exempt and non-exempt candidates for new facility; conducted on-campus recruiting for operations, IT, and management talent; coordinated outplacement with City of Chicago and warehouse workers' union.
- Planned and conducted employee development and training programs. Served as employee advocate and management consultant for company policies and procedures.
- Improved company systems and reporting capabilities by researching and implementing improved HRIS system, and by compiling and analyzing HR metrics including FTE, new hire data, referrals, sources, benefit usage, compensation trends, post-hire, and turnover data.
- Developed and administered EEO/Affirmative Action plan. Responded to wrongful termination, harassment, and discrimination charges.
- Developed and administered regional HR budget.

DELUXE FINANCIAL FORMS, Des Plaines, IL

1989 - 1996

Regional Trainer (1994-1996); Regional Billing Coordinator (1992-1994); Plant Interviewer (1989-1992); Client Service Representative (1989)

- Began in client services, conducting problem resolution for financial institution customers, and was quickly promoted to a recruitment and hiring position with exposure to EEO, AAP plans and reports, and unemployment hearings.
- Promoted to Regional Billing Coordinator: Led team of 4 billing analysts in updating AS/400 files for financial institution billing; traveled throughout country to assist in regional office consolidation.
- Promoted to Regional Trainer: Created and conducted multiple training sessions, including New Hire Employee Orientation, Train the Trainer, Harassment-Free Workplace, Team Building, Diversity, Communication, Stress Management, and OJT for Billing/Operations/Client Services. Led process improvement team for billing, operations, and client services.

CERTIFICATIONS

Myers-Briggs Type Indicator Certification
DDI-certified Targeted Selection (competency-based human resource system) Facilitator
Coaches Training Institute (CTI) - trained Life Coach

EDUCATION

LAKE FOREST GRADUATE SCHOOL OF MANAGEMENT, Lake Forest, IL, M.B.A. 1999
INDIANA UNIVERSITY, Bloomington, IN, B.S. in Psychology 1989