**Susan Deffert, SPHR**

Colorado Springs, CO, P: (720) 217-2476, Image result for email icon [sdeffert@hotmail.com](mailto:sdeffert@hotmail.com), Image result for linkedin logo png [**Susan Deffert**](http://www.linkedin.com/in/susandeffert)

|  |  |  |
| --- | --- | --- |
| * Strategic HR Consulting * Contract Recruiting * HR Balanced Scorecard * Benefit/Compensation Design | * Employee Engagement * Targeted Selection * Vendor Management * Performance Management | * Talent Acquisition * Policy Development * HRMS, ATS, Intranet Sites * International HR |

**Experience**

**THE ARCANUM GROUP, August 2012 – September 2016**

**Director of Human Resources June 2014 – present**

As a pragmatic business partner, led the HR Program ensuring an employee-oriented culture emphasizing empowerment, quality, the recruitment and the ongoing development of a superior workforce keeping the company’s value of treating all stakeholders with fairness and respect.

**ACHIEVEMENTS:**

* In-sourced the HR function of the Company from a PEO, creating new HR processes and policies that fostered an employee-oriented environment with improved productivity, individual accountability and morale for over 125 employees.
* Refined the recruiting strategy and worked with internal teams and hiring managers to recruit over 40 very diverse positions annually such as high tech IT, government acquisition specialists, environmental engineers, construction management and building automation positions to meet aggressive recruiting time frames of 10 days or less.
* Implemented and utilized a HRMS and ATS to track applicants from the selection phase through to on-boarding.

**Director Talent Acquisition August 2012 – June 2014**

Developed the recruiting strategy for the Company and worked with internal teams and hiring managers to recruit for diverse roles such as high tech IT, contract acquisition, environmental engineering, construction management and building automation positions.

**ACHIEVEMENTS:**

* Cradle to grave recruiting. Procured job boards, created job postings and planned recruiting campaigns.
* Matched talent for current and future roles through proactive recruiting and talent pool development.
* Managed the recruitment process life-cycle, including initial assessments, interviews, and offers to meet a time to fill metric of 10 days for over 40 positions annually.

**SQUARE TWO FINANCIAL, February 2013 – June 2014**

**HR Business Consultant**

Provided SquareTwo Financial Franchise Executives with unique insight to optimize the cost of HR service delivery, improve employee engagement, and increase the performance of HR in order to realize true business value.

**ACHIEVEMENTS:**

* Consulted with 12 individual franchises to optimize the quality of their HR services in order to achieve their long-term goals.
* Centralized the recruiting process for key franchise positions saving them over $95,000.
* Implemented, trained and maintained HR Processes for new franchises using a balanced HR Scorecard to set objectives.
* Developed and implemented state specific Employee Guidelines for 8 franchises in different states.

**PACIFIC WESTERN TECHNOLOGIES, May 2010 – July 2012**

**Director of Human Resources and Administration, ATSS Contracts**

As an integral member of the Executive Leadership Team directed the people functions and strategic human resource planning and policy development of the corporation, while managing their Administrative and Technical Support Contracts (ATSS).

**ACHIEVEMENTS:**

* Successfully recruited over 30 IT, engineering and high tech Government positions annually.
* Managed service vendors associated with HR, IT and Facilities management, saving the company over $125,000.
* Created an annual wellness fair utilizing 25 vendors saving the company 4% in benefit premiums.
* Managed ATSS contracts with the value of $8.5 million throughout the contract life cycle, led new business development efforts and assisted in development of company’s strategic plan/marketing plan, and revenue forecasts.

**TELETECH INC., February 2009 – June 2010**

**Senior Manager, Corporate Human Capital - Global Mobility**

Managed a team of global mobility specialists providing assignment management and relocation services to international assignees for Teletech; planned and directed all domestic and international relocation/expatriation activities including vendor management, financial reporting, visa applications/requirements and policy interpretation and development.

**ACHIEVEMENTS:**

* Successfully proposed and implemented an International Human Resources (IHR) Database (HR Toolbox).
* Designed and built an Intranet Site for international business travelers and assignees.
* Managed all international and domestic relocation service vendors, saving the company over $25,000.00 within first month of employment.
* Gathered market data and developed competitive total compensation programs.
* Revamped the year end compensation program taking the company from 100% W-2c’s to zero in the first year.
* Developed Expatriate/Relocation Guidelines, policies and procedures; assessed needs and recommended programs addressing those needs.

**WEICHERT RELOCATION RESOURCES, INC. May 2006 – June 2008**

**Client Service Manager - International Assignment Solutions**

Effectively managed teams of assignment management/relocation counselors providing assignment management and relocation services to international assignees and domestic employees of client corporations. Delivered full relocation/expatriation services, including vendor management, financial reporting, and policy interpretation.

**ACHIEVEMENTS:**

* Facilitated the implementation of International Assignment Management programs for client corporations.
* Managed all service contractors associated with both international and domestic transfers,
* Coordinated and acted as the liaison for system and process implementations (HR Toolbox, Flashpoint).
* Worked with the compensation/tax department to gather market data and develop market-competitive total compensation programs.

**MWH AMERICAS, INC.**, **January 2000- July 2005**

### **Global Human Resources Manager / MWH Global 2003 – 2005**

Responsibilities included oversight and direction of International Human Resources (IHR) processes and staff, provided human resources generalist support for global executive staff, and directed high level strategic human resources projects that impacted MWH Company wide.

### **ACHIEVEMENTS:**

* Created comprehensive global mobility, immigration, tax equalization, and IHR processes and guidelines.
* Customized and facilitated targeted selection training throughout the MWH Organization.
* Received recognition for serving as a project manager for a high-visibility companywide performance management redesign project which incorporated organizational financial goals, desired competencies and developmental planning in an electronic format.
* Managed the organization’s international assignment program’s primary vendor resulting in a net savings of $120,000.
* Successfully proposed the adoption of an International Human Resources (IHR) Database to the Senior Leadership Team. Database provided the HR team with a means to track international assignees, improve efficiencies, and provide accurate cost estimates of the IHR program.

### **Human Resources Manager / Municipal West Division 2000 - 2003**

Responsible for all aspects of human resources support for a division with $150 million in annual revenues, approximately 850 employees, and 12 locations in the Western US.

**ACHIEVEMENTS:**

* Centralized the Municipal West recruiting efforts and developed an extremely successful college recruiting program.
* Developed and delivered regional training programs related to diversity awareness, performance management and sexual harassment.
* Co-led implementation of a companywide employee satisfaction survey.

**Education**

* Bachelor of Business Administration,concentration in Human Resources - UNM, Anderson School of Management
* Certified Targeted Selection Administrator, Development Dimensions International