

## Professional Profile

A Highly Successful Human Resources Professional with unique background experience in planning, assigning, and coordinating programs and activities to enhance relationships between management and employees; to promote employee satisfaction, well-being and quality of work life; to provide timely and sound advice to clients throughout the organization; and to achieve sound labor/management working relationships.

## Professional Accomplishments

### Human Resources

- Develops and administers various human resources plan and procedures for all company personnel.
- Works with Executive Directors and National Headquarters in developing and/or enhancing department goals, objectives and systems.
- Works with Executive Director for local Board development and fund-raising efforts.
- Implements and annually updates the compensation program;
- Updates job descriptions as necessary conducts annual salary surveys and develops merit pool (salary budget); analyzes compensation;
- Develops, recommends and implements personnel policies and procedures; prepares and maintains handbook on policies and procedures; performs benefits administration to include claims resolution, change reporting, approving invoices for payment, annual re-evaluation of policies for cost-effectiveness, information activities program and cash flow.
- Develops and maintains affirmative action program; files EEO-1 annually; maintains other records, reports and logs to conform to EEO regulations.
- Conducts recruitment effort for all exempt, nonexempt and temporary workers; writes and places advertisements; works with supervisors to screen and interview candidates; conducts reference checking; extends job offers; conducts new-employee orientations; monitors career-path program and employee relations counseling; conducts exit interviews.
- Evaluates reports, decisions and results of department initiatives in relation to established goals. Recommends new approaches, policies and procedures to effect continual improvements in efficiency of department and services performed.

### Teaching

- Develop examinations and writing assignments to monitor student's progress and understanding of material.
  - Relate historical concepts to current events and situations to help students develop an appreciation for Human Resources and Management.
  - Mentor students to achieve their academic goals.
  - Maintain records of student's progress.
  - Inform students regarding attendance and academic policies.
  - Plan class schedules and maintained daily lesson plans.
  - Assist in curriculum revision and academic planning activities.
  - Address teaching and research issues.
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### **Labor Relations**

- Conducted interviews to obtain factual information to provide advice to managers on issues related to performance standards, evaluations, and/or leave and attendance.
- Provided technical advice to leadership on matters under investigation and developing proposed disciplinary and adverse actions.
- Wrote and developed analysis to prepare final investigation briefs to be presented to higher level officials
- Utilized laws, theories, rules, and regulations as it related to employee and labor relations to provide interpretations on sensitive and critical matters.
- Investigated grievances, unfair labor practice charges, and union complaints on routine matters in the pre-litigation stage for possible settlement or withdrawal.
- Maintained records on grievances and disciplinary cases; analyzed trends and provided advice and guidance to management to ensure consistency in the administration of labor agreements and implementation of postal policies, local practices, and procedures.

### **Management**

- Supervised carrier activities; evaluates the daily workload and makes carrier and route assignments; calls and assigns auxiliary carriers and messengers; makes temporary changes in routes and time schedules and authorizes overtime work.
  - Supervised the distribution and dispatch of mail and other mail handling activities, including handling change of address mail; ensures that proper procedures are followed related to receipt, recording, and delivery of accountable mail.
  - Supervised window services to the public, including sale of stamps and other accountable paper; providing special services such as Express Mail, box rental, and acceptance of advance deposits; providing information on postal services; setting meters; and accepting mail at public windows; conducts audits of employee flexible accountabilities.
  - Established work schedules and allocates work hours to meet service requirements; reschedules assignments based on changes in mail volume and human resource availability.
  - Conducted and managed mail counts and inspections; analyzes factors such as office practices, safety conditions, route layout, and delivery methods to determine if routes are laid out properly; makes recommendations for route adjustments and other efficiency improvements.
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## Work History

<b>Senior Human Resources Manager</b>	Armed Services YMCA Killeen, TX	12/2017- present
<b>HR Generalist</b>	United States Postal Service Killeen, TX	8/2005-12/2017
<b>Adjunct Professor</b>	Texas A&M University-Central Texas, Killeen, TX	8/2017-present
<b>(A)Labor Relations Specialist</b>	United States Postal Service, Killeen, TX	1/2015-2/2016
<b>(A)Supervisor, Customer Service</b>	United States Postal Service, Killeen, TX	1/2010-1/2012

## Education

<b>Master's Business Administration (MBA)</b>	Texas A&M University-Central Texas, Killeen, TX	5/2016
<b>Bachelor's-Human Resource Management</b>	Texas A&M University-Central Texas, Killeen, TX	5/2013
<b>Associate's- Business Administration</b>	Central Texas College, Killeen, TX	6/2010

## Affiliations

Society for Human Resource Management (SHRM)- Professional Member  
Central Texas Human Resource Management Association (CTHRMA)- Past President  
Central Texas Human Resource Management Association (CTHRMA)- President (2018)  
Combined Federal Campaign- Local Federal Coordinating Committee- Vice Chair (2010-2017)

## Certifications

SHRM Certified Professional

## Professional References

Sheri Yerrington, Executive Director, Armed Services YMCA- Killeen, (512) 801-7913  
Vickie Robinson, National HR Director, Armed Services YMCA- (571) 212-4375  
Tina Flores Nevarez- HR Director, Texas A&M University- Central Texas (254) 630-2901  
Rebecca McPherson- HR Professor, Texas A&M University- Central Texas (254) 780-2242  
Donna Dunker- District HR Manager, United States Postal Service- (210) 213-9367  
Kimberly Early- Postmaster, United States Postal Service- (260) 249-9278

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