**Nicole L. Craveiro, MHRM, PHR, SHRM-CP, PMQ | 631-829-7793 |** **Nicole@CraveHRO.com**

2022 Human Resources Professional of the Year in the Stevie Awards for Great Employers, Nicole is a fractional HR consultant with extensive experience in providing strategic support to organizations. She has proven expertise in developing and implementing HR initiatives and enhancing employee morale. Adept at aligning policies and procedures with client needs and industry regulations, Nicole is committed to staying current with best practices and technology to streamline processes.

**Stony Brook University** |Master of Science (M.S.) in Human Resource Management **|** December 2019 **|** GPA: 4.0

**SUNY Empire State College** |Bachelor of Science (M.S.) in Business Administration **|** June 2016

**CraveHRO |** Founded June 2021 | Fractional Chief Human Resources Officer | [www.CraveHRO.com](http://www.CraveHRO.com)
• Develop and implement HR strategies and programs that align with the company's goals and objectives
• Lead the development and implementation of HR policies and procedures, including recruitment, onboarding, employee relations, performance management, training and development, compensation and benefits, and compliance with legal and regulatory requirements
• Partner with executive leadership to assess and address the company's talent needs and workforce planning, including succession planning and retention strategies
• Analyze and report on HR metrics to identify trends, issues, and opportunities for improvement.
• Provide guidance and support to managers and employees on HR-related matters, including conflict resolution, disciplinary action, and legal compliance
• Stay current on HR best practices, industry trends, and changes in employment law and regulations, and recommend changes to HR policies and practices as needed

**Nanotechnology Co. |** August 2021 – August 2022 **|** Human Resources Manager

• Saved the company on average $60,000 per year in recruiting expenses by implementing a new ATS
• Served as the main HR contact person for employees, Managers, and Executives, located throughout various states in America and Canada, and collaborated with the Global HR team in Europe and Asia
• Advised, coached, and supported leadership in performance management, employee relations, hiring, training, promotions, transfers, separations, disciplinary actions, and other HR procedures and policies
• Developed multi-state HR procedures and policies in compliance with applicable federal, state and local labor laws
• Recruited qualified and diverse job candidates, analyzed resumes, conducted interviews and on-boarded new staff
• Supported local and global employer branding and organizational development initiatives and activities
• Collected ground-intelligence and appraisal of current trends through compensation and benefit surveys
• Identified internal process opportunities and assisted in improvement efforts by sharing best practices and ideas
• Established Safety Committee, employee rewards and morale programs, quarterly newsletter, and team building events

**PrestigePEO |** August 2019 – May 2021 **|** Human Resources Business Partner

• Served as a day-to-day point of contact for clients on Human Resource questions, ensuring clients are compliant with all applicable federal, state and local laws
• Acted as a resource and advisor to clients on all areas of human resources matters including but not limited to performance management, coaching, new hire on-boarding, termination, employee handbook creation, investigating complaints, leave of absences, integration and company policies and procedures
• Supported human resource processes and procedures to ensure accurate, timely and consistent customer service delivery to clients
• Coached clients on employee relations matters including employee concerns, management of performance issues, exit strategies, selected recognition, etc
• Served as account management for clients as it relates to Prestige services.
• Fostered strong relationships with clients and brokers
• Ensured a smooth on-boarding experience for new clients and continuing new hires
• Identified process improvement possibilities and participates in improvement efforts, sharing best practices and ideas across practices
• Assumed a key role on special projects
• Fostered teamwork and a positive work environment through frequent collaboration with other HR Business Partners, Benefit and Payroll Specialists in promoting best practices
• Attended HR meetings and participated in training workshops, research and present HR topics of interest at staff meetings; participated and assisted with training incoming HR staff on areas of expertise
• Conducted off-the-shelf and customized training programs
• Member of the Diversity Committee which includes developing tools and resources for clients to utilize in their Diversity, Equity and Inclusion initiatives and providing constructive feedback in developing the Diversity Center section of website
• Placed first in an internal competition by collecting the most qualifying testimonials to be used in our marketing materials for prospective clients

**SMG Accountants, Bookkeepers & Advisors |** September 2016 – August 2019 **|** Human Resources / Firm Administrator

• Planned and participated in weekly management meetings, working alongside the Partners to brainstorm creative solutions

• Consulted on internal and external HR related inquiries and requests and provided assistance as necessary

• Point person for all aspects of employee engagement, acting as a liaison between management and employees

• Recruited qualified and diverse job candidates, analyzed resumes, conducted interviews and on-boarded new staff

• Created website and social media content to effectively advertise services to prospective customers and attract talent

• Responsible for overall administration of the firm

• Positive role model and mentor to the Administrative Assistant / Receptionist

• Created and maintained Employee Handbook, oversaw time records and maintained personnel files

• Administered employee benefits and coordinated CPE training sessions and seminars

• Researched and implemented new policies, procedures and software that support efficient workflow

• Consistently demonstrated a high level of discretion to uphold the confidential nature of the position

• Chosen to represent the partners at networking functions to increase positive brand awareness

• Planned SMG Against SMA fundraiser to benefit a team member that generated donations surpassing the initial goal by 50%

• Coordinated with Brentwood School District to participate in their Job Shadow Day to give high school students the opportunity to develop professionally and discourage gang involvement

**Garritano |** September 2015 – August 2016 **|** Executive Assistant

• Maximized the Executive’s time by monitoring and responding to their emails to keep the lines of communication open and informed of any pertinent matters requiring prompt attention
• Scheduled, prepared for and followed up on staff meetings, interviews, appointments, and events which included coordinating travel and lodging arrangements to assure the executive’s time is allocated appropriately
• Conducted research on professional contacts to better determine the probability of a mutually beneficial business relationship; once discovered a potential investment partner was barred by FINRA preventing a potential loss of 125k
• Member of committee focused on fundraising for and planning the Suffolk County Community College Foundation’s 2016 Salute to Excellence Gala
• Volunteered at the 2016 Fuoco Memorial Golf Feastival where I was responsible for maintaining a food serving station

**Ross Strent & Company |** September 2012 – August 2015 **|** Receptionist and Administrative Assistant

• Implemented a paperless filing system; organized electronic filing system to ensure the efficiency of office operations
• Demonstrated the ability to meet deadlines and perform well under pressure
• Greeted visitors and kept all areas of the office neat and organized to reflect a favorable image of the firm and its affiliates
• Answered a multi-line telephone using professional etiquette and proper procedures
• Recorded and delivered accurate messages to facilitate communication with clients and vendors
• Generated monthly and quarterly invoices to aid in the collection of fees
• Proofread, photocopied and bound financial statements for client distribution
• Track and reorder office inventory when necessary to ensure that costs are kept at a minimum
• Performed opening and closing procedures in a timely and thorough manner

**Certificates:** PHR, SHRM Certified Professional, SHRM People Manager Qualification, SHRM Mental Health Ally, SHRM Employing Abilities At Work, SHRM Veterans at Work, HRCI HR Ethics; The Bowman Foundation for Workplace Equity and Mental Wellness' Workplace Mental Wellness Certification; National Council for Mental Wellbeing Mental Health First Aid

**Awards:** Corporate Vision’s Best Outsourced HR Firm in NY | 2024 | Local Business Person of the Year | 2023 & 2024 | Alignable; Gold Award - HR Professional of the Year **|** 2022 **|** Stevie Awards for Great Employers; Premier Business Woman Under 40 Honoree **|** 2022 **|** LI Herald; Outstanding Mentee Purple Pump Award | 2022 | Moxxie Mentoring Foundation

**Committees:** SHRM-LI Professional Development Committee Co-Chair, HIA-LI HR Committee Co-Chair; Women in Business Coffee and Co-working Club Leader, Stevie Awards for Great Employers and Women in Business Judge

**Professional Memberships:** Moxxie Networking and Foundation; whoggga; Society for Human Resource Management (SHRM) – LI Chapter; OSHA Education Center Association (OECA); HIA-LI; Women’s Business Club; American Foundation for Suicide Prevention Talk Saves Lives for the Workplace Volunteer Presenter