

HUMAN RESOURCES DIRECTOR

Expertise in Data Aggregation, Strategic HR Planning, Organizational Development & Change Management

Accomplished human resources professional with a record of success in improving educational and operational performance through complex change initiatives and building an empowered and talented workforce within the educational sector. Demonstrated expertise in defining organizational structure and human capital requirements to align human resources functions with departmental goals, providing the catalyst to optimize performance, enhance productivity, and drive optimal growth. Impressive record of streamlining operations, developing and implementing organizational solutions, and applying overall human resources expertise. Strategic advisor, consummate communicator, and true leader, with extraordinary interpersonal skills and proven ability to affect change and drive continuous improvement.

PROFESSIONAL EXPERIENCE

DEKALB COUNTY SCHOOL DISTRICT, Stone Mountain, GA

2003 – Present

HUMAN RESOURCES INFORMATION SYSTEMS MANAGER (2015 – Present)

For 10 years, served as the Human Resources Information Systems Manager by driving human resources functional excellence and displaying a passion for a forward-thinking, process improvement, and an innovative human resources department. Coached, mentored, and managed a staff responsible for supporting the district's Human Resources Management System (HRMS) and Human Resource Information System (HRIS) functions.

- **Strategic Planning:** Leveraged strong analytical capabilities and innovative problem-solving skills to introduce a strategic HRIS/HRMS plan to advance district goals and objectives. Continually monitored and adjusted HR database securities for all database users preventing the mismanagement of employee data for all levels of school district and district business partners
- **HRIS Reports:** Maximized HRIS state and local reporting outcomes and added strategic value by disaggregating daily reports, developing custom reports, refining the data collections process, implementing standardized reporting templates, and providing training to staff on generating and interpreting HR analytics for more informed decision-making. Budgeting CPI state reporting outcomes led to the generation of over 234 million dollars of state funding for the district.
- **Applicant Tracking System Implementation:** Led the implementation of the Frontline Recruiting and Hiring platform for over 45,000 applicants which streamlined the recruitment process and improved candidate sourcing. The enhancement of overall efficiency in managing job applications was successfully achieved. Developed a technological framework that allowed for school district hiring authorities to communicate with the Division of Human Resources through a paperless tracking environment. Project was completed ahead of schedule with positive outcomes from stakeholders who were directly affected.
- **Enterprise Resource Planning (ERP):** Successfully converted and configured the Division of Human Resources from a 20-year Crosspointe system to Munis, leading to the end of a 7-year project and stop in the cost to implement and maintain a dual employee maintenance environment. Detailed work included salary structure configuration, deduction reconciliation, employee calendar setup, and systematic workflow development for over 14,000 employees.
- **Operational Efficiency:** Enhanced operational efficiency by implementing processes, optimizing workflows, utilizing technology solutions, and identifying areas for improvement. Assembled a team of employees to support the school district and added real-world experiences from a variety of industry related fields.
- **Staff Training & Development:** Devised and implemented a personable approach to training administrators and other district stakeholders on all HRMS databases. Often in-person training created a comfortable relationship between school administrators and the Division of Human Resources. Training methodology was adjusted over time to an environment that included in-person training, document sourcing and/or direct links for platform instruction.
- **Employee Procurement System:** Successfully conducted a mid-year launch of the Frontline substitute procurement system, outlining procedures for building staff to ensure proper student coverage. The conversion included moving the procurement system from the legacy 15-year SubFinder environment to the more advanced Frontline system with enhanced data reporting and employee day-to-day leave tracking.

- **Document Management/Open Records Requests:** Proactively analyzed district/state guidelines and procedures and enhanced the paperless document approach by improving productivity, reducing administrative tasks, decreasing costs, and optimizing efficiency. Collaborated with the district's legal entities to fulfill open records requests on behalf of the district. Requests were often reviewed and required decision-making that included a response to the time to produce documents and reports and the ability to explain the historic business operations of the district.
- **Employee Engagement:** Successfully served as a leader to establish the Gallup Q12 employee engagement program within the district and used data to establish annual benchmarks. Developed proper reporting outputs shared with administrators so they could review their engagement results at the completion of the survey period. Assembled annual meetings with all levels of district stakeholders to ensure professional learning and encourage the understanding of the Gallup Q12 results.
- **Salary Analysis:** Diligently analyzed annual salary structure and approved salary increases by updating employee compensation in accordance with school district guidelines and ensured timely and accurate adjustments to reflect new salary levels. Detailed work included systematically applying the annual pay structure to fit the business operations of the district and configuring the ERP system to properly distribute the salary increases to employees affected
- **Employee Contracts:** Advanced the annual contract distribution process to fit a forward thinking approach to assist with the retention of employees. Configured a document distribution system that resulted in a 360-degree turnaround of the contract signing process for over 7,000 employees. Results led to transparency of the annual employment contract distribution process that included real-time reporting for district leaders.

EMPLOYMENT SERVICES HUMAN RESOURCES SPECIALIST (2012 – 2015)

EMPLOYMENT SERVICES HUMAN RESOURCES ASSISTANT (2004 – 2012)

Promoted to Employment Services Human Resources Specialist based on demonstrated ability to perform a wide variety of recruitment and retention activities. Exhibited independent decision-making capabilities, sharp negotiation skills, marketing prowess, and broad knowledge of general employment, legal, compensation, and benefits to ensure hiring and retention of qualified, competent staff for the school district. Reported to the Director and Chief of Human Resources.

- **Human Resource Information Systems (HRIS) & Human Resource Management Systems (HRMS):** Functioned as an HR technical support professional, providing guidance, direction, and assistance with all HR systems and applications.
 - Served as a valuable internal resource to management and employees, troubleshooting technical problems, and resolving issues with the paperless applicant tracking system, Human Resources Portal, Crosspointe, and SubFinder.
 - Assisted in managing the organizational structure of the district by demonstrating knowledge and expertise in using Position Control software, ensuring position requests were communicated and posted appropriately.
 - Played a key role in managing the main database (ACDB) related to the paperless applicant tracking system.
 - Leveraged strong analytical and problem-solving capabilities to help review error reports in Crosspointe.
 - Effectively managed survey system that acquired meaningful feedback from internal and external stakeholders.
 - Named HR Senior Web Portal Developer for Standard Operating Procedures.
 - Tapped to serve as back-up to management of the Paperless Applicant Tracking System (PATS).
- **Staffing & Recruitment:** Employed excellent written/verbal communication skills, attention to details, multitasking abilities, and impeccable follow through to create and administer effective staffing and recruitment campaigns. Highlights included:
 - Created and advertised postings for the DeKalb County School District.
 - Planned and facilitated panel interviews for central office departments.
 - Developed and launched advertisement campaigns.
 - Spearheaded and promoted job fairs.
 - Attracted and recruited candidate via paperless applicant tracking system and job fairs.
 - Ensured budget adherence and maintained recruitment invoices for supplies, trips, and job fair advertisements.
 - Extended employment offers to highly qualified candidates.
- **Team Collaboration:** Partnered with the Records Department to improve workload efficiency, greatly enhancing customer service and the applicant employment experience.
- **Project Management & Vendor Management:** Displayed superb project management and vendor management skills to work closely with vendors, ensuring numerous projects were completed on time, within budget, and to scope.

- **Report Development:** Skillfully created and maintained human capital data assets, reporting and management dashboards, and analytical tools, including substitute reports that provided vital substitute staffing information.
- **Communication & Presentation Skills:** Utilized excellent communication skills to develop appropriate responses to all applicants regarding results of the employment process.
 - Utilized excellent communication and interpersonal skills to interact with the public by telephone and in person.
 - Conceived and created high-impact presentations for senior-level staff.
 - Conducted energetic, enthusiastic new employee orientations to foster positive attitudes toward district objectives.
- **Staff Training & Development:** Demonstrated strong platform and facilitation skills to effectively train principals and other staff on the utilization of PATS and the HRMS system.
 - Leveraged broad HR expertise and innovative technology capabilities to develop and manage the virtual training campaign for PATS and the HR portal.

EDUCATION & TRAINING

Dual MBA in Human Resources Management, UNIVERSITY OF PHOENIX, 2008

Relevant courses: Sustainable Customer Relationships; Human Resources Problem Solving; Human Resources Decision Outcomes

- Attended STATE UNIVERSITY OF WEST GEORGIA in 2003
- Attended GEORGIA SOUTHERN UNIVERSITY in 2000

Society for Human Resources Management (SHRM): Human Resources General Certification
