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Summary of Qualifications

Experienced and forward-thinking Human Resources Executive with over a decade of strategic HR leadership in diverse organizational settings. Possessing dual Bachelor of Business Administration degrees in Human Resources Management and Management, I have a proven track record of developing and executing HR strategies to support business objectives while fostering a positive and inclusive work environment.

Skilled in aligning workforce planning with company strategy, leading comprehensive recruitment and retention initiatives, and implementing competitive compensation and benefits programs. Adept at analyzing trends, leveraging data-driven insights, and ensuring compliance with relevant labor laws and regulations. Currently preparing for SHRM Senior Certified Professional (SHRM-SCP) certification, expected to be completed by September 2024. Possess strong communication, interpersonal, and problem-solving skills, with a demonstrated ability to provide effective leadership and guidance to HR teams, driving organizational success through effective people management.

Key Skills

Strategic HR Leadership | Workforce Planning | Talent Acquisition & Retention | Compensation and Benefits Strategy | Performance Management System | Employee Relations and Engagement | Diversity, Equity and Inclusion (DE&I) Initiatives | Learning and Development Programs | HR Policy Development and Implementation | HR Compliance and Audits | Data Analytics for HR Decision-Making | HR Technology Integration and Optimization | Knowledgeable in Local, State and Federal Regulations

HR Experience

Markley Group

Boston, MA

Human Resources Director

August 2021 – February 2024

(Promoted from HR Manager)

- Transformed HR from a traditional labor relations function to a strategic, comprehensive department, integrating top-tier HRIS/Payroll, BenefitAdmin, Retirement, and Identity Management System technologies.
- Led the development and execution of comprehensive HR strategies at Markley Group, aligning HR initiatives with organizational objectives and long-term goals.
- Served as a strategic advisor to executive leadership, providing insights and recommendations on key organizational and management issues.
- Led comprehensive recruitment efforts, overseeing end-to-end processes from candidate sourcing to on-boarding, resulting in a 20% increase in qualified applicants and enhanced workforce diversity.
- Developed and executed tailored recruitment strategies utilizing a variety of methods, including direct sourcing, internet mining, job fairs, professional organizations, and internal referrals, aligning strategies with organizational objectives and long-range goals.
- Managed HR operations for multiple entities across different states at Markley Group, demonstrating the ability to oversee HR functions on a regional scale.
- Streamlined the hiring process by integrating Backgrounds Online into BambooHR's ATS, cutting costs per background check by 40%.
- Managed the development of comprehensive compensation and benefits plans at Markley Group, with the help of USI Insurance Services ensuring competitiveness and cost-effectiveness in alignment with organizational goals.
- Achieved over \$160k in instant benefit cost reduction through strategic collaboration with USI Insurance Services.
- Led policy and procedure updates as Head of Human Resources in collaboration with key stakeholders of the Steering Committee (CIO, InfoSec Director, Compliance Director, Senior VP Chief Legal Officer & Chief Compliance Officer) assuring alignment with company objectives.
- I provided guidance on HR compliance matters and supported audits to ensure adherence to industry standards and regulatory requirements, while also supporting the Compliance Director in providing HR evidence for audits, ensuring compliance with SOC 1&2 and ISO standards, and

facilitating re-certifications, showcasing a steadfast commitment to upholding high standards of compliance and integrity in recruitment practices.

- Enhanced efficiency by integrating and automating BambooHR with OKTA and Microsoft AD, reducing on-boarding & off-boarding manual HR processes by 60%.
- Reporting directly to the CFO, offered HR recommendations concerning company policies with financial implications on all four Markley entities. Played a key role in IRS Annual 401(k) audits alongside private auditors, contributed to meeting Form 5500 filing requirements, and conducted payroll reviews as part of overall support functions.

Human Resources Manager

May 2021 – August 2021

- Revamped new hire packets in English and Spanish languages to streamline on-boarding processes with Paychex Flex, Expensewire for employee reimbursements, BCBS for healthcare enrollment, and Newport Group for retirement benefits in MA and CA.
- Updated the Leave Management system to incorporate the latest legal amendments regarding Massachusetts FMLA and PFML state-sponsored programs into the company's policies and procedures. Provided guidance to employees on navigating the application and submission process for leave claims on a case-by-case basis.
- As Head of HR, collaborated closely with the Steering Committee to review and refine policies and procedures, ensuring alignment with business processes while maintaining correct handling of Personally Identifiable Information in accordance to the ISMS handbook.
- Provided oversight in payroll runs ensuring that the Senior Human Resources Generalist and HR Specialist accurately processed payroll data on time; managing adjustments, corrections, tax deductions, wages, and overtime. Additionally, they collaborate closely with the CFO to reconcile payroll records, address discrepancies, and ensure accurate financial reporting.
- Demonstrated ability to assess competency needs for various roles and develop effective selection strategies to build diverse talent pools of quality candidates, ensuring alignment with company objectives and compliance with regulatory requirements.
- Utilized applicant tracking systems to streamline recruitment processes, track candidate progress, and analyze recruitment metrics, contributing to enhanced efficiency and data-driven decision-making in recruitment operations.
- Championed initiatives to promote a vibrant and inclusive company culture at Markley Group, resulting in increased team member engagement and retention.
- Conducted in-depth analysis of compensation trends and market benchmarks to inform decision-making and enhance the overall total rewards program.

National Grid

Waltham, MA

Human Resources Analyst

September 2019 – September 2020

Short-Term Contract (HR Technology Project)

- Orchestrated day-to-day HRIS operations, ensuring the accuracy and reliability of HR data across multiple roles, from new hires to promotions.
- Spearheaded the validation and approval of individual cases in MyHub SuccessFactors, guaranteeing seamless data replication into the SAP NetWeaver platform, while swiftly resolving discrepancies.
- Provided invaluable support to Tier-1 & 2 Analysts, HR Business Services, and Employee Administration Managers, ensuring the integrity of PA-20 HR Master Data's infotype coding.
- Served as the primary liaison for HRIS maintenance, adeptly addressing and resolving issues, anomalies, and process inefficiencies, while proactively recommending solutions to meet evolving needs.
- Managed service requests with the IT Help Desk and third-party HRIS providers, ensuring timely resolution and minimal disruption to HR operations.
- Fostered collaboration with third-party vendors and HR stakeholders to drive system enhancements and automation initiatives, thereby optimizing productivity and aligning with organizational goals.
- Generated insightful ad-hoc analysis reports, delivering real-time data on key business objectives through comprehensive dashboards spanning Employee Data Management, Time Management, Payroll & Benefits Management, Talent & Performance Management, and Compensation Management.
- Demonstrated proficiency in MS Office Excel, leveraging advanced functions including V-Lookup, Pivot tables, formulas, and functions to streamline data analysis and reporting processes.
- Utilized HR analytics tools to measure the effectiveness of HR initiatives and identify trends at National Grid, driving data-driven decision-making and continuous improvement in HR processes.

Jacqueline's Gourmet Cookies
Bilingual HR Coordinator

Salem, MA
May 2019 – August 2019

Short-Term Contract (Covering Maternity Leave)

- Developed and implemented tailored recruiting strategies at Jacqueline's Gourmet Cookies, resulting in a 20% increase in qualified applicants and enhanced diversity within the workforce..
- Led new hire orientations and training sessions in both English and Spanish, ensuring a seamless on-boarding process and consistent alignment with company policies and procedures.
- Collaborated cross-functionally to develop and update bilingual employee policies and procedures, ensuring adherence to local labor laws and fostering an inclusive work environment conducive to employee success.
- Effectively managed employee relations issues, conducting investigations and providing guidance to management and employees in both English and Spanish, resulting in a notable 15% reduction in overall employee grievances.
- Interacted effectively with senior management, hiring managers, and cross-functional teams to understand recruitment needs, provide guidance, and ensure alignment with organizational goals and objectives.
- Collaborated closely with key stakeholders to develop and refine recruitment policies, procedures, and strategies, incorporating feedback and best practices to optimize recruitment operations and enhance candidate experience.

Veloxius Inc
Human Resources Director

San Juan, PR
Jul 2000 – Dec 2007

- Provided strategic daily HR management support, guiding internal and external stakeholders at Veloxius, Inc. in the development and administration of HR operations, programs, policies, and procedures.
- Provided guidance and coaching to recruitment staff, fostering a collaborative and supportive team environment focused on achieving recruitment goals and delivering high-quality talent solutions to hiring managers.
- Oversaw the maintenance of benefits, compensation, performance appraisal programs, succession planning strategies, employee record keeping, unemployment claims, employee training, payroll, and talent management using ADP WorkforceNow and Workday HCM platforms.
- Demonstrated proficiency in administering Workday HCM modules such as Recruitment, Core HCM, Compensation, Benefits, Payroll, and Security, ensuring seamless operation and compliance.
- Managed Workday HRIS business processes, including new hire orientation, on-boarding, benefits administration, scheduling, absence management, and time tracking, collaborating with cross-functional teams to optimize processes.
- Led HR initiatives for international teams at Veloxius Inc., fostering a cohesive and supportive work environment across diverse cultural backgrounds.
- Designed and executed retention programs at Veloxius Inc., leading to improved employee retention rates and reduced turnover costs.
- Ensured legal compliance by monitoring and implementing applicable federal and local employment laws, including those specific to Puerto Rico, addressing employee relations issues, disciplinary actions, harassment and discrimination, HR compliance, background checks, ADA, Puerto Rico Workers' Compensation, Wage and Hour Law, and I-9 compliance.
- Administered comprehensive employee benefit programs, including health, dental, and vision insurance, disability insurance, life insurance, flexible spending accounts, paid time off (PTO), workers' compensation, employee assistance programs, COBRA, and other plans.

Other Non-HR Experience

Sprint Corporation
SMB Account Executive I

Burlington, MA
Jul 2018 – Mar 2019

- Highly knowledgeable about Sprint's wireless products, including handsets, tablets, and software solutions.
- Successfully challenged prospects to modernize their workflows through discovery questions and evaluating their processes to identify business pains.
- Presented and implemented platforms such as M2M, IoT, MDM, and SaaS, leading to increased monetary ROI and improved productivity.
- Met and exceeded sales quotas during my tenure at the company.
- Certified in the Samsung Ambassador Program.

Patriot Energy
Client Care Inside and Outside Sales Executive

Burlington, MA
June 2016 – Oct 2017

- Provided comprehensive counseling to over 300 clients, addressing their needs, budget goals, and educating them on energy market trends.
- Streamlined 8 distinct commodity purchasing strategies for electricity and natural gas contracts.
- Successfully acquired 82 new customers in the first year and managed a portfolio of 63 clients.
- Achieved an impressive 91% individual monthly quota on average, including re-sign agreements, and brought in an average of 720,000 kWh per month as new business for the next 36 months.
- Expertly handled customer service support across multiple states, including problem-solving wholesale supply-client agreement issues as they emerged, pre-qualifying potential clients, building rapport with decision-makers, and managing diverse energy strategies for B2B clients to achieve financial goals.

GoProTech
Ecommerce Website Owner/Operator

Santo Domingo, DR
Jan 2015 – Jan 2017

- Responsible for SEO content: Google Analytics, Visitors Traffic Real Time Statistics and HubSpot for WordPress (keywords, page ranking, generate leads, content optimization, marketing analytic).
- Manage payment gateway Pro PayPal and Woo Commerce Amazon Simple Pay Gateway, online platform support ClickDesk Live Chat, social-online media marketing Easy Social Share (support for Facebook, Twitter, Google+, Pinterest, WhatsApp, Email), cloud platform migration (Experience with Google Drive for work and Google Apps).
- Administer and audit orders, coupons, sales (by date, product, category, customers' list), day-to-day inventory and routinely conduct live traffic for security problems (bots, crawlers, illegal log-in attempts).
- Responsible for obtaining cold leads and changing them into real clients by applying different marketing social media strategies to attract potential buyers.
- Successfully generated \$18,268.00 in revenue during the first 7 months of sales by providing competitive prices.

Smart Profitable Solutions
Co-Founder and Head of Business Development

Santo Domingo, DR
Jan 2008 – Dec 2014

- Directed strategic partnerships and recruitment efforts with both external and internal stakeholders of ABNote North America and Perfect Plastic Printing, fostering collaboration to introduce patented plastic card solutions in the Dominican Republic.
- Spearheaded business growth initiatives, securing new accounts and facilitating the production of significant quantities of Scotiabank Visa debit cards, Soluciones Scotia bank store cards, and Banco BHD Visa debit cards within a short time-frame, resulting in substantial revenue generation.
- Achieved impressive sales revenue exceeding \$250,000 in the first year for Smart Profitable Solutions, demonstrating adeptness in business development and revenue generation strategies.
- Cultivated market awareness in Puerto Rico and the Dominican Republic through proactive outreach efforts including cold calling, presentations, proposals, newsletters, and media press interviews. Successfully showcased the value propositions of innovative payment solutions to ecosystem partners and end-users, while identifying untapped markets for mobile peer-to-peer cash transactions.
- Demonstrated proficiency in project management by effectively leading projects through the Software Development Life-cycle process, employing adaptable methodologies such as Agile or Waterfall as needed.

Education

Inter American University of Puerto Rico
 Bachelor of Business Administration- Human Resources Management
 Bachelor of Business Administration- Management
 President of the English Trimester Program (1997-1999)

1997 – 2000

Academic Recognition: Honorary Member of the Annual XXIII Association "The Nationals Dean's List"

Licenses & Certifications- Certificate Of Completion-Business Law for Managers PMI, Certificate Of Completion- Coaching Skills for Leaders and Managers PMI, Certificate Of Completion- Learning LinkedIn Recruiter, Certificate Of Completion- Learning BambooHR PMI, National Association of State Boards of Accountancy (NASBA), Certificate Of Completion- Using Power BI with Excel, Certificate Of Completion- SQL Queries Made Easy , Certificate Of Completion- Six Sigma Green Belt PMI, Certificate Of Completion- SAP Fiori Apps Library, Certificate Of Completion- SAP ERP Essential Training, Certificate Of Completion- Rewarding Employee Performance PMI, Certificate Of Completion- Organizational Learning and Development HRCI, Certificate Of Completion- Organizational Learning and Development SHRM, Certificate Of Completion- Introduction to SAP BI/BW, Certificate Of Completion- Human Resources Understanding HR Systems Features and Benefits, Certificate Of Completion- Human Resources Payroll, Certificate Of Completion- Human Resources Working with Vendors, Certificate Of Completion- Human Resources Using Metrics to Drive HR Strategy HRCI, Certificate Of Completion- Human Resources Using Metrics to Drive HR Strategy SHRM, Certificate Of Completion- Human Resources Using Metrics to Drive HR Strategy NASBA, Certificate Of Completion- Human Resources Protecting Confidentiality HRCI, Certificate Of Completion- Human Resources Protecting Confidentiality SHRM, Certificate Of Completion- Human Resources Pay Strategy, Certificate Of Completion- Human Resources Managing Employee Problems, Certificate Of Completion-Human Resources Compensation and Benefits HRCI, Certificate Of Completion- Human Resources Compensation and Benefits SHRM, Certificate Of Completion- HR Guidelines Everyone Should Know, Certificate Of Completion- Hiring, Managing and Separating from Employees HRCI, Certificate Of Completion-Hiring, Managing and Separating from Employees SHRM, Certificate Of Completion- Hiring, Managing and Separating from Employees PMI, Certificate Of Completion- Developing a Diversity, Inclusion and Belonging Program, Certificate Of Completion- Data Science Analytics Career Paths Certifications First Steps, Certificate Of Completion- Coaching Skills for Leaders and Managers PMI, Certificate Of Completion- Certification Prep SHRMCP, Certificate Of Completion- Business Law for Managers