

ROBERT SALA

CONTACT

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ACCOMPLISHMENTS

Markley Group:

- Implemented HRIS and payroll systems, elevating HR Strategies
- Integrated background checks cutting costs by 40%
- Increased qualified applicants by 20% enhancing diversity candidates
- Achieved \$160k in benefit cost reductions by year one
- Automated HR processes reducing manual tasks by 60%
- Decreased policy incidents by 20%
- Reduced onboarding time by 30%
- Mitigated employee conflict resolution by 25%

National Grid:

- Ensured 100% accurate HRIS operations and data reliability
- Managed HR service requests minimizing operation disruptions by 25%
- Streamlined data analysis by 85% using advanced MS Excel functions

Jacquelines Gourmet Cookies:

- Reduced grievances by 15%
- Increased qualified applicants by 20% through tailored bilingual recruiting strategies

Smart Profitable Solutions Inc:

- Implemented ADP WorkforceNow, cutting admin time by 40% and boosting engagement by 15%
- Reduced turnover rate by 20%, increased satisfaction by 15%

Veloxius Inc:

- Boosted retention by 20% and cut turnover costs by 15% with effective retention programs

PROFESSIONAL SUMMARY

Innovative and forward-thinking bilingual Human Resources Executive with 20 years in total of strategic HR leadership. Three Bachelor of Business Administration degrees in Management, Human Resources Management, and Accounting & Finance. Proven track record of developing and executing HR strategies to support business objectives while fostering a positive and inclusive work environment. Expertise in aligning workforce planning with company strategy, leading recruitment and retention initiatives, implementing compensation and benefits programs, and ensuring compliance with labor laws. Effective communication, interpersonal, and problem-solving skills at all levels; associates to Exec teams. Global Remuneration Professional (GRP) and CPID-Level 5 for HR professionals.

EXPERIENCE

Director of Human Resources, 08/2021 - 02/2024

MARKLEY GROUP – Boston MA

- Led the development and execution of comprehensive HR strategies, aligning initiatives with organizational objectives.
- Partnered with business leaders to provide strategic HR guidance, policy management, employee relations support, and performance management.
- Ensured HR compliance for ISO 27001/27701, HIPPA, GDPR, SOC 1 & 2 audits, maintaining high standards for re-certifications.
- Provided IRS Annual 401(k) audit support, ensuring compliance with Form 5500 filing requirements

Human Resources Manager, 05/2021 - 08/2021

MARKLEY GROUP – Boston MA

- Conducted regular training sessions on updated HR policies and procedures, increasing compliance and awareness across the organization.
- Implemented a mentorship program, enhancing professional development and career growth opportunities for employees.
- Ensured accurate and timely payroll processing for hourly and salaried employees, overseeing adjustments, tax deductions, wages, and overtime.

Human Resources Data Analyst, 09/2019 - 09/2020

NATIONAL GRID (contract) – Waltham MA

- Orchestrated day-to-day HRIS operations, ensuring accuracy and reliability of HR data across multiple roles.
- Spearheaded validation and approval of individual cases in MyHub SuccessFactors, ensuring seamless data replication into SAP NetWeaver.
- Collaborated with HRBP's and business leaders to address HR

- Ensured 100% legal compliance and resolved 95% of employee relations issues

SKILLS

- Strategic HR Leadership
- Workforce Planning
- Talent Acquisition & Retention
- Compensation and Benefits Strategy
- Performance Management
- Employee Relations and Engagement
- DE&I Initiatives
- Learning and Development Programs
- HR Policy Development
- HR Compliance & Audits
- HR Data Analytics
- HR Technology Integration
- Vendor Management
- Benefit Administration
- PFML, FLSA, FMLA, ADA, EEO-1, OSHA, OSHA Form 300A, 300, 301, 401(k) reporting 5500 form, Cafeteria Plan- Section 125, Workers' Comp, Equal Pay, Unemployment, Title VII for MA, NH, RI, NY, CA, PR, and DR
- Fluent in English and Spanish

EDUCATION

B.B.A

Human Resources Management
Inter American University of PR

B.B.A

Management
Inter American University of PR

B.B.A

Accounting & Finance
Inter American University of PR

CERTIFICATIONS

- Global Remuneration Professional
- CIPD-Level 5

LANGUAGES

- **English** Native
- **Spanish** Native

challenges and optimize processes through HR data analytics.

Bilingual Human Resources Coordinator, 05/2019 - 08/2019

JACQUELINES GOURMET COOKIES, RICHES USA – Salem MA

- Led new hire orientations and training sessions in both English and Spanish, ensuring seamless onboarding and alignment with policies.
- Interacted effectively with senior management and cross-functional teams to understand recruitment needs and ensure alignment with goals.
- Engaged with managers and employees to resolve workplace issues, improve employee engagement, and support talent acquisition initiatives.

Co-Founder/Head of HR & Operations, 01/2008 - 05/2016

SMART PROFITABLE SOLUTIONS, INC – Santo Domingo DR

- Played a pivotal role in founding and scaling Smart Profitable Solutions from the ground up, operating in a dynamic start-up environment.
- Directed strategic partnerships and recruitment efforts with external and internal stakeholders of ABNote North America and Perfect Plastic Printing, fostering collaboration to introduce patented plastic card solutions in the Dominican Republic.
- Cultivated market awareness in Puerto Rico and the Dominican Republic through proactive outreach efforts, including cold calls, presentations, proposal, and media press interviews. Increased brand recognition by 30% within the first year.

Director of Human Resources, 07/2000 - 12/2007

VELOXIUS INC – San Juan PR

- Provided strategic daily HR management support, guiding stakeholders in the development and administration of HR operations, programs, policies, and procedures.
- Offered guidance and coaching to recruitment staff, fostering a collaborative environment focused on achieving recruitment goals.
- Oversaw the maintenance of benefits, compensation, and performance appraisal programs using ADP WorkforceNow.

ADDITIONAL EXPERIENCE

SMB Account Executive, 07/2018 – 03/2019

SPRINT CORPORATION – Waltham MA

Inside and Outside Account Executive – 06/2016 – 10/2017

PATRIOT ENERGY GROUP – Waltham MA

Project Coordinator (Contractor), 08/1997 - 07/1999

PUERTO RICO DEPARTMENT OF THE TREASURY - San Juan PR

SOFTWARE

BambooHR, Slack, Greenhouse, Paychex Flex, ExpenseWire, Okta, SAML, Backgrounds Online, Netsuite, PlanSource, HireRight, TimeRewards, Microsoft Office- Word, Excel, PowerPoint, Teams, Sharepoint, Google Drive, MyHub SuccessFactors, SAP Netweaver, ADP Workforce Now, Cornerstone, MA Unemployment portal Quest Diagnostics portal, PFML portal, Jira, WordPress, Linux/GNU(RedHat, Fedora, Ubuntu), Android, LibreOffice, API's, EDI file feeds, Linux BASH/Terminal