

PROFESSIONAL EMPLOYMENT HISTORY

Suffolk University [Human Resources]

Associate Director/HRIS Manager

prior roles: Assistant Director, HR Coordinator

Boston, MA

Nov 2005 - present

metrics: 1700+ personnel, \$250,000 HR budget oversight, 9 HR staff members, 3 direct reports, 100+ hires/annual

- lead HR Operations Team with direct oversight of all HR systems, reporting, metrics & policy planning and development in conjunction with executive administration in President and Provost's Offices
- plan & engage full-cycle recruitment, on-boarding, and employee relation functions for a diverse body of University Executives, Faculty, Administrators, Support and Technical Staff through myriad media outlets
- project manage all planning, development, implementation, conversion and maintenance for ADP HRIS/Payroll database, Applicant Tracking System, ID card system and staff demographic data modules of legacy database
- oversee operational compliance of benefits, compensation and recruiting programs to Federal/State standards
- develop, analyze & maintain all periodic and ad-hoc reporting metrics, dashboard and compliance data statistics
- blueprint business process engineering for enterprise data management, automation, auditing and security
- develop online and electronic functions to facilitate HR/Payroll procedures and interdepartmental communication

Harvard University [American Repertory Theatre]

Performance/Operations Manager

prior role: Front of House/Box Office Associate

Cambridge, MA

Dec 1999 - Dec 2005

metrics: 150+ personnel, \$45,000 budget oversight, 10 direct reports, 1300+ active constituents

- facilitated unit-wide business analysis, data planning, and system implementation of HRIS, CRM and fundraising systems, including subsequent maintenance and upgrade initiatives as well as integration functionality
- recruited, trained, supervised and maintained weekly and bi-weekly payroll for full- and part-time front-of-house staff members focused on customer relationship and brand management
- collaborated with University central HR to extend training and benefits initiatives to unit employees
- led initiation and management of a local community outreach and partnership marketing program
- operational liaison for booked-in events and productions, providing onboarding training and strategic planning

MANAGEMENT CONSULTING

ADDITIONAL PROJECTS AVAILABLE ON REQUEST

Burn, Incorporated [DBA Tremont 647 & Sister Sorel]

Interim Director of Operations/General Manager

redesigned staffing, payroll & training model, enhanced business development efforts

Boston, MA

Mar 2007 - Jan 2010

BabyZone.com, Incorporated

Producer/Interim Director of Regional Development

created & implemented international expansion prospectus for +700% growth

Watertown, MA

Jul 2000 - Oct 2000

East Coast Martial Arts Academies

Studio Manager

designed student CRM and billing system, training curricula, and marketing materials

Weymouth, MA

Jun 1999 - Dec 2004

COMMUNITY BUILDING & OUTREACH

Greater Boston Employment Collaborative, Business to Business Committee *Chair*, 2009 - present

Boston Consortium of Higher Education, Active Member; HRIS subcommittee, founding *member*, 2008 - present

Internationally collaborative strategic planning & policy development team for organizational behavior & psychology

Operation ABLE & JVS, Employer Advisory Council Member / training workshop *leader*

Year Up and YMCA Training, Inc. workforce investment business *partner*

Social Media Strategy in the Workforce, training & development workshops *presenter*

Mayor's Advisory Council [appt by Mayor Menino], Civic Engagement subcommittee *Chair*, City of Boston, 2008 - 2010

EDUCATION

Northeastern University

College of Engineering

Candidate for Masters of Science in Information Systems

Boston, MA

Suffolk University

Sawyer Business School

Bachelor of Science in Business Administration

Boston, MA

TECHNICAL SKILLS

- significant knowledge of, and training in, traditional and web 2.0/social media outlets; primary expertise in communication/broadcast tools, networking and social aggregators, file sharing and portal product utilization
- database system implementation, administration and reporting for various CRM and HRIS systems including ADP PCPW & Payforce, ADP Reporting & Reportsmith, PeopleSoft, Jobvite, PeopleAdmin, Tickets.com Online and ProVenueMax Software, Blackbaud Raiser's Edge and PVM Interface, ALOHA POS and OpenTable Admin UI
- experience in Windows (v.7 and prior), Mac OSX, and basic Linux/Unix environments
- training and/or experience in several web programming languages and software tools