

Carol Ann Sample

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HUMAN RESOURCE LEADER/TALENT MANAGEMENT

Employee Engagement Steward & Culture Champion | Trusted Advisor & Leadership
Building Relationships and Collaboration | HR Policy & Administration

Employee Relations | Staff Training | Mediation | Employee & Labor Law | Compensation & Benefits

Intuitive business partner and leader offering 20+ years of successful experience in improving Human Resource processes, organizational development, and effectiveness. Recognized as a trusted, credible HR leader, embraces unexpected challenges and thrives in fast paced, complex, highly matrixed and demanding environments. Strong leadership skills with the ability to communicate across all levels of staff, management, and multi-cultural groups. Dedicated to diversity, ensuring best business practices, labor law compliance, and implementation of effective training platforms that improve performance, optimize company goals, enhance employee and company relationships, and streamline human resource processes and efficiency.

KEY STRENGTHS/ QUALIFICATIONS

- Proven ability to consult and guide senior management and organizational partners in the interpretation of human resource management policies, procedures, programs and related government laws.
- Demonstrate skills critical for managerial success including leadership, decisiveness, flexibility, sound business judgment, and highly developed relationship building skills for teamwork.
- Able to lead, motivate, and inspire management through facilitation of staff development and trainings.
- Advises on hiring processes, job description development, screening resumes, and interviewing.
- Lead the strategic direction for bringing employee programs and processes to life, coordinates and aligns delivery of all HR services to the business to ensure value creation for the business.

PROFESSIONAL EXPERIENCE

NAME COMPANY, RICHFIELD, MN

1999-Present

HUMAN RESOURCE/ BUSINESS PARTNER

2012 - Present

Partners with organizational management teams including HR COEs, Directors, and other top-level management staff. Provide consultation and direction on numerous aspects of general HR functions. Advise, collaborate, and develop key structured performance and talent management planning and metrics. Provide support for 500-700 management professionals across the organization. Continuously provide counsel in the design and implementation of new organization structures and processes to increase overall organization effectiveness.

Key Contributions:

- Successfully partner in establishing recruiting, candidate selecting, testing, and interview programs—counsel managers on conducting orientations, training programs, and implementing, analyzing exit interviews.
- Consults with managers on processes to improve employee performance including coaching employees, disciplinary actions, management conferences, hearing and resolving employee grievances.
- Delivers keen knowledge of employee benefits and advises management on benefit programs.
- Ensure business practices are in accordance with human resource policies and labor laws.
- Track trends in employee behaviors and needs such as turnover and engagement; recommend/drive solutions.
- Effectively led and improved talent planning activities in the areas of succession planning, development planning and performance management; coordinated efforts, process, outcomes, guiding principles to align on one common goal to understand talent pool and bench.

- Successfully facilitate employees and leaders through change, including HR/talent action changes, organization design changes, team changes and process/business changes.
- Revitalized mediocre interest in employee engagement by holding skip levels, roundtables, office hours; achieved above average survey scores through structuring more opportunity for employee engagement, creating safe environments where employees can voice their concerns.

REGIONAL HUMAN RESOURCES MANAGER, DINUBA, CA**2003 – 2006**

Led all areas of HR for four Western Distribution Centers. Supported a client population of over 1000 plus associates and over 50 management members.

Key Contributions:

- Mediated conflicts between employees and between employees and managers.
- Coached and developed employees and leaders, coached business partners around performance management and development.
- Facilitated business value of employee engagement and experience that translated into higher profitability, retention, and talent attraction.
- Supported and coached leaders in the implementation of proactive employee relations initiatives (issue free training, roundtable sessions) and performance management structures and engagement to produce improved retention, personal development and fulfillment outcomes.
- Successfully implemented a complex HR organizational structure into the business designed to equip employees with a self-service HR model.

HUMAN RESOURCES MANAGER, LOGISTICS AND TRANSPORTATION**2001 – 2003**

Worked directly with leaders in implementing all HR strategies and execution.

Key Contributions:

- Led training at leadership meetings, skip levels and held 1:1 to discuss challenges, ethics, and best practices.
- Provide leaders with specific guidelines on employee matters through coaching and investigation.
- Led and drove employee development processes such as succession planning, career pathing, and 360 feedback. et
- Identified team effectiveness opportunities/gaps and facilitated actions to increase team effectiveness.

HUMAN RESOURCES MANAGER, SERVICE/DELIVERY DISTRIBUTION CENTERS **1999 – 2001**

Provided effective and efficient rollout and sustainment of HR initiatives and strategies, talent assessment, employee engagement, across service centers and DDC's.

Key Contributions:

- Coached and counseled leaders on performance management.
- Performed investigations regarding harassment, ADA issues, improper conduct, and discrimination.

ADDITIONAL EXPERIENCE

HUMAN RESOURCES/LABOR RELATIONS MANAGER, Rental Corporation, Edina, MN

SENIOR HUMAN REPRESENTATIVE, Corporation, Eden Prairie, MN

EDUCATION

BACHELOR OF SCIENCE, Business Administration, Sociology

MINNESOTA STATE UNIVERSITY, Mankato, MN