

HR leader with experience managing a team and spearheading the HR initiatives for executives including project implementation, mergers/dissolutions, and managed growth domestically and internationally.

EDUCATION

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| Doctor of Philosophy, Industrial-Organizational Psychology Grand Canyon University | Candidate 2018 - 2022 |
| Master of Arts, Industrial-Organizational Psychology Northcentral University | Graduated: December 2012 |
| Bachelor of Arts, Psychology The University of Tampa | Graduated: July 2005 |

EMPLOYMENT

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| Director of Human Resources Homes by West Bay, LLC | May 2017 – Present Riverview, FL |
| <ul style="list-style-type: none">• Report directly to the President/CEO• Member of senior management providing insight into improvements of human capital management• Conduct HR functions for approximately 100 employees in the Tampa Bay area, including: recruitment, benefits administration, employment relation issues, new hire onboarding and separations, internal education, workers compensation, and HR administration.• Negotiate and update the benefits plans annually between the insurance broker to update investments and provide more competitive health plans for the employees• Implemented pre-screening assessment tool and standardized hiring procedure – reduced annual turnover by 10%• Created and implemented annual employee satisfaction and engagement survey based on the Minnesota Satisfaction Questionnaire short-form and the Utrecht Work Engagement Scale• Created customized emotional intelligent and communication quarterly workshops for Construction department• Customized annual reviews, turnover reduction, increased employee engagement, implemented compliance and skill gap training | |
| Head of Human Resources ConnectWise, Inc. (USA) ConnectWise LTD (United Kingdom) ConnectWise PTY LTD (Australia) ConnectWise Canada Company (Canada) <i>Formally merged or dissolved: BizDox, LLC; ConnectWise.com, Inc.; ConnectWise IT, Inc.; LabTech Software, LLC; Quosal, LLC, ScreenConnect Software, LLC</i> | February 2014 – May 2017 Tampa, FL |
| <ul style="list-style-type: none">• Reported directly to the Chief Legal Officer with dotted lines to the CFO and the COO• Developed and managed the HR team of 7 subordinates: Talent Acquisition Manager, Talent Acquisition Coordinator, On-boarding Coordinator, Benefits Specialist, Generalists, and Administrator• Directed the HR function for 850 employees in Florida, Illinois, Kansas, Massachusetts, Michigan, North Carolina, Nebraska, Ohio, Pennsylvania, and Washington State. Basic HR oversight of employees in California• Oversaw the 401k testing, audit, 5500 filing and quarterly fiduciary meetings• Negotiated and updated the benefits plans each year, and managed self-insured insurance plans with stop loss insurance, and coordinated IBNR and claim payments with Treasury with an annual budget of \$3.3 million• Oversaw 2 acquisitions, the merger of 4 entities, and managed the dissolution of 2 entities.• Implemented Ultimate Software ROI of 18-month payback period | |
| Human Resources Coordinator/Generalist ConnectWise.com, Inc. ConnectWise IT, Inc. LabTech Software. LLC | December 2011 – February 2014 Tampa, FL |
| <ul style="list-style-type: none">• Conducted internal recruitment, new hire onboarding, employment relation investigations and actions, off-boarding, benefits administration and wellness, and HR administration• Administered the HR functions with the growth of 300 employees in 2012 to 540 employees in 2014• Secured and managed the Qualified Target Industry grant award with Department of Economic Opportunity providing \$1,050,000 in tax rebates and executed the application for local and federal grants Employed Worker Training and On-the-Job Training National Emergency Grant; awarded over \$75,000 annually | |

Auto Theft and Arson Claim Adjuster

Mercury Insurance Company of Florida

July 2005 – December 2011

Clearwater, FL

- Pioneered the creation of the auto theft claims unit for the state of Florida, which centralized the theft and arson claims to a team of 3
- Investigated fraudulent commercial and private automobile theft and arson claims by conducting interviews, securing relevant records, and working closely with the police departments, arson units, and special investigators
- Florida 6-20 All Lines Adjuster License

VOLUNTEER EMPLOYMENT

Board of Directors: Director of College Relations

HR Tampa Chapter of SHRM

January 2019 – Present

Tampa, FL

Co-Chair Trades and Education Committee

Tampa Pay Builders Association

April 2019 – Present

Tampa, FL

PUBLIC SPEAKING ENGAGEMENTS

Using Compliance and Skills Training to Increase Retention

Cornerstone

April 23, 2019

Online – United States

- 1-hour Live Webinar, 159 attendees
- Discussion included why providing a culture of learning leads to more engaged and skilled employees

A Day in the Life of an HR Professional

USF MUMA College of Business

February 18, 2019

Tampa, FL

- 90-minute Live Presentation, 35 attendees
- Topics included: Tasks completed by an HR professional in the areas of Administration, Requirement, Benefits, Worker's Compensation, Analytics, Strategy, and Training

A Day in the Life of an HR Professional

USF MUMA College of Business

October 31, 2018

Tampa, FL

- 90-minute Live Presentation, 35 attendees
- Topics included: Tasks completed by an HR professional in the areas of Administration, Requirement, Benefits, Worker's Compensation, Analytics, Strategy, and Training

Representing Yourself

HR Tampa Student Chapter

March 21, 2018

Tampa, FL

- 30-minute Live Presentation, 20 attendees
- Topics included: Resume Tips for Layout and Basic Information, What to Include or Not to Include, Cover Letter Tips, Elevator Speech Tips, and Networking Tips

2018 HR Trends

Keiser University

March 20, 2018

Tampa, FL

- 1-hour Live Presentation, 45 attendees
- Topics included: Diversity, Instant Feedback, HR Analytics, Gig Economy, Employee Experience, and Future Technology Job Displacement.

CERTIFICATIONS

- **Professional Human Resources (PHR).** June 2013 – January 2020
- **Society for Human Resources Management– Certified Professional (SHRM-CP).** January 2015 – January 2021
- Public Notary, State of Florida. Expiration October 2020
- HR Coaching Certification. Obtained December 2014

SOFTWARE SKILLS

- **Microsoft Office products:** Outlook, Word, Publisher, PowerPoint, Excel, SharePoint
- **Benefit, HRIS and Payroll:** ADP, Ultimate Software, HR Connection, BeneTrac
- **Training and Performance Management:** MANAGEtoWIN, PiiQ by Cornerstone