

Annette R. Gwalthney-Jones

CAREER SUMMARY

Professional with 20+ years of diverse managerial experience, seen as a savvy strategic business partner who has improved net profit, productivity, quality, esprit de corps, retention and over-all business performance by developing and leading innovative processes and performance management techniques. Consistently builds winning teams and translates business goals into Human Resources strategies that optimize resources resulting in improved organizational efficiencies and business results providing measurable solutions. Organizations, whether state aligned or corporate based, realized benefits through development and implementation of program policies that demonstrated a clear understanding of Human Resources management, conflict resolution, employment law, and program planning.

OBJECTIVE

To obtain a position utilizing my innovative and diverse experience, formal education, as well as interpersonal and organizational abilities in a challenging, growth-oriented environment.

HIGHLIGHTS AND KEY QUALIFICATIONS

- ♦Masters in Business Organizational Management
- ♦Certification in Mediation
- ♦Development/Implementation of program policies and procedures
- ♦Developed/Implementation of Comprehensive employee training Programs
- ♦Demonstrated knowledge of Human Resource Management
- ♦ Demonstrated knowledge of Performance Management / Metrics
- ♦Executive Level Recruiting/Recruitment
- ♦Program Analysis and Management
- ♦Knowledgeable with Microsoft Office Suite.
- ♦Supportive team associate with excellent facilitating and communication skills.
- ♦Business Effectiveness and Efficiency
- ♦Program Budgeting
- ♦Internal Controls / Risk Management
- ♦Program Execution & Review
- ♦Managing and Developing Business Goals and Objectives
- ♦Experience in a bi-cultural and remote environment
- ♦Competent, innovative, reliable and committed professional
- ♦Highly dependable, punctual, organized and efficient.

CORE COMPETENCIES

- ♦Recruitment ♦Employee Relations ♦Staff Development ♦Performance Management ♦Dispute Resolution ♦EEO Grievance Investigations & Resolutions ♦Training Programs ♦Interviewing
- ♦Orientation Development an Implementation ♦Policy & Procedure Development ♦Personnel Handbook
- ♦Personnel Management ♦Project Management

PROFESSIONAL EXPERIENCE

HUMAN RESOURCES DIRECTOR **Furniture Enterprises of Alaska**

10/2018 – Present
Anchorage, Alaska

Provide leadership and management of the full range of HR functions to include EEO, Recruitment and On-boarding, Payroll, Benefits Administration, and Performance Management. Partner with key executives across the businesses to drive employee engagement, morale, and performance in an environment experiencing both significant external and internal organizational change. Establish and implement short- and long-term corporate human capital plans, which include maintaining or improving employee relations, talent acquisition and development, succession planning, workforce planning, compensation and benefits, and performance management.

- Designed an employee engagement strategy that improved morale, retained talent, and business continuity through multiple changes with the management team.
- Instituted a performance management process that built performance accountability into all levels of the process
- Designed and developed interview guides to improve candidate quality through testing both analytical and interpersonal attributes.
- Created sourcing strategies and led internal and external search and calibration process for sales and distribution positions.
- Updated recruitment processes, encompassing sourcing, screening, interviewing, selection, and on-boarding.
- Built strong relationships with senior management, hiring managers to enable systematic decision making across the team.

HUMAN RESOURCES COORDINATOR **Lowe's Home Improvement**

3/2016 – 9/2018
Anchorage, Alaska

Providing human resource support by responding to employee inquiries and concerns regarding company policies and benefits while ensuring confidentiality. Coordinating the selection and employment process through position postings, scheduling tests, conducting prescreens, coordinating interviews and implementing new hire orientation. Responsible for performing administrative functions such as overseeing completion of new hire paperwork and entering information into the appropriate systems. Tracking employee work schedules, time and attendance and approving vacation and sick leave through Kronos. Completing weekly payroll functions. Guiding the process for benefits enrollment and changes. Process workman's comp claims. Administer drug screens. Complete submissions for back ground investigations.

EMPLOYMENT SUPERVISOR/HR Manager **West Corporation**

5/2007 – 12/2009
Omaha, Nebraska

HR Site Manager, responsible for leading and directing a team consisting of 8 full-time, HR professionals – 5 Employment Specialists, 2 HR Assistants, 1 Intern and approximately 7 part-time work experience (OJT) candidates. Oversaw all interviewing and recruiting of customer service representatives, team leads, and technical support personnel for Fortune 1000 companies. Total hires averaged 100 - 125 per week. Sensitive duties included background checks and drug screening results sometime requiring interaction with state and federal law enforcement agencies. Capitalized on engagement of recruiting opportunities such as regional career fairs, e-recruiting and multi-domain advertising efforts. Reviewed and edited ad copy and collaborated with Corporate Communications on the tactical and operational messaging.

Informed all levels of management to include CEO and CFO with statistical analysis of applicant flow and positions filled through the generation of daily, weekly and monthly reports.

Major Accomplishments:

- Reduced recruitment costs by sharing applicant databases and leveraging recruiting activities for multiple positions. Increased employee retention and job satisfaction by providing opportunities for advancement in recognition of superior performance. This resulted in the filling of 2500 requirements with a 97% show rate.
- Took an innovative approach to the closing of one line of production and retained 88% of RIF'd employees by rolling them into other requirements; saving the corporation time and money. This became the standard for all future corporate RIFs.
- Developed and implemented employee orientation program; web-based 360-Degree employee feedback provided Executive Leadership suggestions for improving the employee life cycle
- Bridged the communication gap between group directors and HR; fostered trust and respect between previously polarized groups.

STAFF DEVELOPMENT SPECIALIST

10/2002 – 7/2005

University of North Carolina - Pembroke

Administered the UNCP Staff Development and Performance Management Programs. Managed a Training budget in excess of \$23,000. Analyzed State and Federal HR and Safety Policies, ensuring University compliance through auditing and reporting. Served as Employee Relations point of contact on all matters concerning grievances, unfair labor practices, EEO, etc. Assisted administrators of the Compensation and Benefits programs. Screened and selected the most qualified applicants. Evaluated employee work spaces and recommended ergonomically correct equipment. Directed the staff training function for the development of all permanent and temporary staff positions; evaluated and reengineered processes and systems to provide for higher levels of effectiveness. Served on UNCP Safety and Staff Council Committees - Policy, Safety, and Employment Process. Represented Human Resources in the design and development of Data Standards during SCT's Banner conversion.

Major Accomplishments:

- Appointed permanent HR Liaison to University Staff Council by Chancellor
- Led Safety Assessment Team; established the University's first policy on workplace violence
- Interdepartmental Training Coordinator; customized 31 training modules and condensed an additional 23 modules saving \$563,040 in man hours annually.
- Served as Project Team Leader to design and develop web based Training systems for on-line registration, tracking and reporting.
- UNCP point of contact on State's transition from employment classification based system to the new Career-Banding classification system
- Created salary surveys through data collection of internal and external resources and analyzed survey market data during the beginnings of the classification conversion
- Redesigned New Employee and Faculty Orientations; eliminated need for additional trainings by providing one comprehensive instruction saving \$95,000-\$320,000
- Developed Human Resources Procedures Manual; ensuring documentation of all HR systems which expedited the training of new HR Generalist staff from an average of 96 to 48 hours. Resulted in savings of \$720 in HR training costs per individual.
- Brought Performance Management Program in compliance with state statutes avoiding any citations.

STATEWIDE AREA MANAGER

5/2001-9/2001

Boys & Girls Club Statewide Expansion Program,**Anchorage, Alaska**

Evaluated rural communities needs in Alaska for the successful opening B&G Clubs during the statewide expansion effort. Administrator for all club site operations. Maintained operating budgets for 5 individual club sites and developed budgets for newly established club sites in support of key business initiatives. Supervised and trained site managers and staff. Consulted with site managers, local governments and Alaska native corporations on the development of advisory committees.

Major Accomplishments:

- Began process for Club site autonomy and appointment of advisory committees;
- Under Delta region Expansion effort, initiated Club opening in the remote city of Bethel in support of surrounding communities
- Designed shared files to assist in keeping Program Director up to date on the progress of potential sites and openings during the expansion effort

FAMILY SERVICES SPECIALIST**The Arc of Anchorage,*****1/1999- 5/2001*****Anchorage, Alaska**

Coordinated direct services to families, by recruiting, hiring, and supervising 108 direct care personnel providing individualized services to clients. Developed/coordinated in-services, training, and incentives to assist in staff development and growth. Tracked and monitored the training of direct care personnel. Assured that new employees received orientation, training, coaching, and support needed to provide quality services to clients with developmental disabilities and their families. Communicated performance expectations. Provided feedback through performance evaluations, time sheets and monitoring of Medicaid documentation. Ensure staff observed state and federal policies and procedures consistently. Provided Care Coordination visits in absence of Case Managers.

Major Accomplishments:

- Investigated and prepared documentation in response to alleged discrimination or unfair practice charges filed with EEOC, successfully defending company's position.
- Developed and implemented employee recruitment processes for the growth and implementation of ARC business strategies.
- Developed a shared tracking system (database) designed assist in the scheduling of 108 hourly personnel.
- Designed and edited the Family Services Program Newsletter; detailed program and organizational values, impact of services, needs and employee recognition.
- Developed the "ARC Guiding Values" training; mandatory training for all ARC personnel and remains a part of the ARC training curriculum.

EMPLOYMENT HISTORY

<i>HUMAN RESOURCES DIRECTOR</i> Furniture Enterprises of Alaska	40+ Hrs/Wk	10/2018 – Present Anchorage, Alaska
<i>HUMAN RESOURCES COORDINATOR</i> Lowe's Home Improvement	40 Hrs/Wk	3/2016 – 9/2018 Anchorage, Alaska
<i>HUMAN RESOURCES MANAGER</i> West Corporation	40+ Hrs/Wk	5/2007 – 12/2009 Omaha, Nebraska
<i>STAFF DEVELOPMENT SPECIALIST</i> University of North Carolina, Pembroke	40+ Hrs/Wk	10/2002 – 7/2005 Pembroke, North Carolina
<i>STATEWIDE AREA MANAGER</i> Boys & Girls Club Statewide Expansion Program	40+ Hrs/Wk	5/2001- 9/2001 Anchorage, Alaska
<i>FAMILY SERVICES SPECIALIST</i> The Arc of Anchorage	40+ Hrs/Wk	1/1999 - 5/2001 Anchorage, Alaska
<i>CASE/ YOUTH WORKER</i> Covenant House Alaska	40 Hrs/Wk	1/1998 - 10/1998 Anchorage, Alaska
<i>TIS SUPERVISOR</i> Salvation Army, Booth Memorial Home	40+ Hrs/Wk	4/1996-7/1998 Anchorage, Alaska
<i>PHYSICAL THERAPIST ASSISTANT</i> Seethaler Physical Therapy	20+ Hrs/Wk	8/1994-10/1998 Anchorage, Alaska
<i>OFFICE MANAGER</i> Bering Sea Mechanical Contractors, INC.	40+ Hrs/Wk	1/1994-7/1994 Bethel, Alaska
<i>PROGRAM DIRECTOR</i> Bethel Community Services	40+ Hrs/Wk	8/1993-1/1994 Bethel, Alaska

EDUCATION

University of La Verne, La Verne California - Master's of Business Organizational Management: with concentrations in Human Resources & Information Technology

University of Alaska, Anchorage, Alaska - Bachelor of Arts, Psychology

University of Alaska, Anchorage, Alaska - Associate of Applied Science, Human Services

CERTIFICATIONS

Employment Mediation (Certified 40 Hours) 2004
Office Ergonomics Accreditation Program (40Hours) 2003
DDI Instructor Certification 2002
NC State Performance Management Certification 2002

AFFILIATIONS

SHRM- Society for Human Resource Management
HRAM - Human Resources Association of the Midlands

References Furnished upon Request