

SHRM-SCP, LMHC, Ivy League Educated

- Strategic HR leader and consultant with award-winning history of building high-performing businesses, upgrading organizational dynamics, innovating systems solutions, and strengthening leadership supply.
- Head up people and business strategies for dynamic organizations, creating talent management and policy frameworks that drive culture of engagement and productivity across diverse workforces.
- Expertise in change management, team and culture building, communications, employee relations, and executive coaching. Outstanding interpersonal and collaborative skills with high emotional intelligence.

STRATEGIC COMPETENCIES:

Strategic Planning • Organizational Development • Performance Management • Policy Writing • Operations Employee Relations • Leadership Development • Talent Management • Workforce Planning • Talent Acquisition Process Improvement • Change Management • Mental Health • Compliance • Training • Project Management Diversity, Equity, Inclusion • Workplace Culture • Employee Engagement & Retention • Emotional Intelligence

PROFESSIONAL EXPERIENCE & SELECT ACHIEVEMENTS

MEDICAL DEVICE START-UP: Brooklyn, NY

2021–2023

Director of People – Head of Human Resources

Recruited to design and lead inaugural People function for late-stage medical device start-up developing and manufacturing hemostatic technologies in global biotechnology market. Reported directly to CEO and collaborated on strategic organizational planning as member of corporate leadership team. Led HR for approx. 50 employees.

- Identified & Reduced Risk: Brought company into compliance (personnel records, COVID safety, exempt vs nonexempt, workweek and breaks, PTO, insurance eligibility and stipends, employee rights, reasonable accommodation). Arranged mandated training, liaised with employment & employee benefits attorneys, reviewed consulting & service agreements.
- Upgraded Benefits to Increase Employee Value Proposition: Improved equity and inclusion of total rewards, successfully advocated for perks, elevated paid time off allowances, created employee resources portal, and ensured legal compliance. In charge of negotiating and managing benefits portfolio.
- Positioned Company as Employer of Choice: Launched social media branding campaign, overhauled external recruiting, streamlined talent acquisition, personalized candidate experience, aligned referral bonus with market, diversified intern sourcing, enhanced onboarding. Gatekeeper of, and key contributing decision-maker for, all hiring including c-suite roles.
- Elevated Employee Engagement & Performance Management: Created intentional feedback mechanisms, championed career development, centralized promotion & compensation tracking, markedly improved intern engagement, facilitated employee appreciation events, established performance evaluation best practices, and coached managers & leaders. Managed employee relations, reviewed performance improvement plans & disciplinary memos, and led offboarding.
- Cultivated Healthier Workplace Culture: Performed organizational cultural assessment, implemented DEIB initiatives (employee resource group, Juneteenth, inclusive pronouns, gender neutral bathrooms, corporate social responsibility), promoted organizational psychological safety, led employee wellness trainings, and improved company event inclusivity.

CONSULTING BUSINESS: Brooklyn, NY

2019–Present

Managing Consultant & Advisor – Human Resources

Founder of advisory firm providing executive-level counsel on diverse HR and strategic operations matters, serving corporate and nonprofit clients in variety of industries (e.g., global STEM, social services, and fitness). Advise on talent management; workplace culture & employee wellness; change management & resilience; Diversity, Equity, Inclusion, & Belonging; policies, procedures, & compliance; and other enterprise strategies. Sought after for workplace best practices speaking engagements & training, career coaching, and SHRM-SCP & CP exam preparation.

PROFESSIONAL EXPERIENCE & SELECT ACHIEVEMENTS (continued)

HIGHLY REGARDED NONPROFIT: New York, NY

2003–2019

Director – Human Resources & Operations • Division Start-Up & Leadership (2011–2019)

Promoted by \$163MM social services agency to head creation and growth of innovative start-up as well as lead division HR and day-to-day operations. Architected strategy that positioned facility as industry high-performer.

Launched and rapidly grew 200-bed transitional housing facility: built business & human capital plans, defined SOPs & policies, negotiated with funders, and recruited & onboarded workforce. Responsible for strategy, organizational dynamics, performance management, P&L, operations, licensing, compliance, and risk management. Led data analytics initiatives and stakeholder presentations, including BOD. Business partner to executive leadership.

Strategic HR leadership of 78 managers and union employees: talent acquisition & management, leadership development, employee engagement, workplace culture, employee relations, and training. Directed labor relations matters while maintaining strong rapport with union staff. Liaised via central HR to achieve zero strikes & minimal labor disputes; contributed to 3 CBAs. Managed lawsuit responses and represented at arbitrations, grievances, unemployment hearings, & depositions. Led crisis management for states of emergency & other critical incidents.

- Achieved budget expansion of \$7MM to \$8MM & 15% increase in workforce. Improved business outcomes: 53% increase in positive discharges; 50% reduction in recidivism. Strong inspection/audit compliance with minimal actionable findings.
- Recruited to lead task force to create corporate whistleblower program. Selected for corporate Retention & Recruitment Committee: benchmarking & influencing sourcing, training, and rewards. Tapped to conduct company-wide trainings.
- Recognized by NYC Mayor's Office for exemplary design and deployment of specialized training program.
- Generated strong workforce engagement in high-turnover industry via staff surveys, recognition, rewards, and structured talent management framework. Cultivated high-performing management team via coaching, mentoring, and career planning, leading to the advancement of many employees and managers within division and across organization.
- Division showcased as successful model with media, prospective funders, BOD members, and international parties.

Director – Human Resources & Operations • Division Leadership (2006–2011)

Promoted to head division of 40 managers and union employees at 77-bed housing facility. Responsible for all aspects of strategy and operations with executive oversight of program design, workforce planning, union relations, performance management, data administration and analytics, audits and inspections, talent acquisition and retention, succession planning, facilities maintenance, crisis management, and \$3.3MM budget. Collaborated with executive management in corporate strategic planning.

- Managed a series of program expansions: Aligned internal stakeholders and funders around strategic initiatives, service vision, and community partnerships, resulting in large-scale workforce, service portfolio, and budget expansions (including 35% increase in client capacity and 50% facility expansion).
- Directed people strategies that positively impacted productivity, service delivery, and retention. Provided site human resources: employee relations, training, labor relations, workplace culture, and leadership across full talent lifecycle.
- Led organization in attainment of Eli Lilly 2010 First-Place Reintegration Award for Housing: Drove portfolio of process improvements, training, and performance outcomes, positioning program as innovator and leader in social services.

Assistant Director – Talent & Performance Management (2003–2006)

Led clinical workforce and operations of 57-bed transitional housing facility; oversaw entire division as needed. Headed talent and performance management of 13 managers and union staff. Designed and conducted training for entire division of 30+ staff. Implemented progressive disciplinary system for union employees and managers in all departments. Collected and presented data analytics to executive management. Co-wrote funding proposals. Performed crisis intervention and conflict resolution with employees and clients.

ADDITIONAL PROFESSIONAL EXPERIENCE & SELECT ACHIEVEMENTS

SOCIAL SERVICES ORGANIZATION: New York, NY

2001–2002

Clinical Director – Organizational Development, Clinical Operations, & Executive Coaching

Recruited to build new senior-level role, directing full scope of clinical operations for \$9.5MM organization offering social services to justice-involved women and their families. Provided enterprise leadership to C-suite and Directors on workplace culture, staff wellness, training, supervision best practices, policies and procedures, conflict resolution, crisis management, and client clinical issues. Supervised Directors and therapeutic support professionals. Conducted specialized clinical assessments and interventions. Devised and led real-time 9/11 emergency response and aftermath trauma recovery efforts for employees and clients.

EDUCATION, LICENSURE, CERTIFICATION, & MEMBERSHIP

COLUMBIA UNIVERSITY

Master of Education and Master of Arts · Psychological Counseling · Kappa Delta Pi International Honor Society

BOSTON UNIVERSITY

Bachelor of Arts · Psychology · Psi Chi National Honor Society

NEW YORK STATE EDUCATION DEPARTMENT

LMHC · Licensed Mental Health Counselor

SOCIETY FOR HUMAN RESOURCE MANAGEMENT (SHRM)

Senior Certification · Senior Certified Professional (SCP)

Certification · Veterans at Work: Employing the Military Community

Member · National Chapter

UNIVERSITY OF SOUTH FLORIDA, MUMA COLLEGE OF BUSINESS

Certification · Diversity, Equity, and Inclusion in the Workplace

HR MASTERMINDS

Co-Founder and Managing Member · Human Resources Executive Leadership Network and Think Tank

SELECT SPEAKING ENGAGEMENTS

SHRM – Featured Panelist · “How to Prepare for the SHRM Certification Exam”

HLW – Global Presenter · “Individual Mental Health & Workplace Psychological Safety: Empowering Your Voice”

THE FINANCIAL EXECUTIVES NETWORKING GROUP (FENG) – Presenter · “COVID Return-to-Office Strategy”

MANUFACTURNET – Presenter · “Toxic Workplace Culture and Leadership: How to Identify, Avoid, and Remedy”

MICHELLE’S CONVERSATIONS THAT MATTER SHOW – Guest Speaker · “Putting Our Own Oxygen Mask on First”