

Rosa M. Woods, SPHR, SHRM-SCP

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SUMMARY

Certified bilingual Human Resources Leader who is highly effective at incorporating creative leadership skills to translate strategies into achievable business and human capital objectives.

- Strategic HR partner executing HR best practices to align the objectives of the organization while maximizing employee potential by fostering a positive work environment that promotes employee morale by developing interpersonal relationships within all levels of the organization utilizing attentiveness, trust, and respect.
- Enthusiastic, results oriented HR professional with extensive experience in planning and directing all areas of Human Resources that includes, but is not limited to: project and program management, compensation, benefits, employment law, employee relations, talent acquisition, talent management, on-boarding, payroll, performance management, policies & procedures, safety, and supervision & training.

PROFESSIONAL EXPERIENCE

9/16 – Present HR Consultant

Sample Projects:

- Project and program management
- Implementations
- Employee Relations Investigations and consultation with leadership on appropriate corrective actions, when warranted.
- Benefits design, enrollment automation, benefits billing, and 401k administration
- Compensation planning and analysis
- Payroll Training and support, implementation of ADP HR Suite, and Payroll Tax resolution
- Policy and Handbook development
- Review federal and state laws to confirm and enforce company compliance.
- Talent acquisition services for all organizational levels.
- Other projects are available based on client needs (most areas of Human Resources available).

4/15 – 9/16 HR Director

Unidos Financial Services, Inc. (aka Tempo Financial Services, Inc.)

Company is out of business.

Littleton, CO

- Project and program management
- Created the HR department for the company, by designing, implementing and administering fair and consistent HR policies, procedures, systems, and programs.
- Leadership counsel
- Researched, consolidated, implemented, and administered new HRIS/Benefits, new Payroll platform, and new 401k for Unidos plus its 4 related companies.

- Compensation planning and analysis
- Led full-cycle recruiting processes for all levels in the organization including consistent hiring practices, job description creation, compensation level, ad creation and posting, candidate sourcing and identification, screening, interviewing, offer negotiation, background checks, onboarding, ongoing talent check-ins post-hire, and exit interviews.
- Analyzed legal documents and corporate contracts. Reviewed federal and state laws to confirm and enforce company compliance.
- Supported 150+ employees at all levels spread across 20 states, including 4 related companies.

10/10 – 10/14 **HR Director of US Manufacturing, Benefits and Compliance** (Corporate and Manufacturing)

Boulder Brands, Inc.
Boulder, CO

- Created HR department for the company (Udi's Healthy Foods, LLC), in partnership with senior-level management to create and implement fair and consistent HR policies, procedures, pay practices, systems and programs.
- On-going analysis of compensation market data to develop, monitor, and implement the organization's manufacturing compensation plan.
- Developed and led full-cycle recruiting processes for all levels in the organization including: consistent hiring practices, job description creation, compensation level, ad creation and posting, candidate sourcing and identification, screening, interviewing, offer negotiation, background checks, onboarding, ongoing talent check-ins post hire, and exit interviews. Successfully recruited talent to increase staffing levels by 500%, to meet the company's growth.
- Designed, consolidated, implemented and administered the company's (Boulder Brands) benefits program and insured compliance with Affordable Care Act.
- Published Employee Handbooks for both corporate and manufacturing employees (in Spanish as well).
- Analyzed legal documents and corporate contracts. Reviewed federal and state laws to confirm and enforce company compliance.
- Designed and implemented the employee performance evaluation process and merit program.
- Created and implemented employee relations investigation program.
- Conducted Employee Relations investigations and advised management on appropriate employee corrective actions when appropriate.
- Facilitated monthly meetings to develop strategies that would positively influence workplace relationships.
- Supported 700 employees at all levels, including executive leadership.
- Led 7 employees at 2 locations.

08/06 – 2/09 **Sr. Director, Human Resources** (Engineering and Technical Call Center)

Comcast
Philadelphia, PA and NJ - Based in Greenwood Village, CO
(Position moved to Philadelphia.)

- Primary partner and advisor for assigned National Engineering SVPs and CTO across multiple time zones.
- Integral part of compensation design and implementation.
- Collaborated on and led strategic initiatives to achieve business objectives while serving as a trusted advisor with the senior leaders to establish and address HR implications of the business strategies.
- Created forward-thinking organizational design and development for future new technology roles within the engineering operations function to ensure a fully functional team was in place in 18 months without loss of human capital.
- Led interview panels for internal promotions and external leadership candidates.
- Managed all data, compliance, and implementation of multiple rounds of restructuring and downsizing.
- Created and implemented HR Metrics for the national engineering organization, capturing all aspects of measurable HR analytics in a report card snapshot for leadership.

- Re-designed the employee relations program, resulting in consistent investigation guidelines, documentation, and decisions, using HR metrics by department to identify trends and make recommendations for improvement.
- Conducted Employee Relations investigations and advised management on appropriate employee corrective actions when appropriate. Wrote agency position statements for attorney review.
- Developed and shared best practices across the company, including a Human Resources Business Partner model.
- Collaborated in the development and successfully led the implementation of multiple projects including; Performance Management, HR policies/procedures, Compensation guide for managers, and HR Scorecard among others.
- Negotiated vendor contracts for attorney approval.
- Led team of 9 HR professionals across 5 locations in 3 states.

09/99 – 8/06 **Sr. Manager and Manager, HR** (Telecom: Call Center, IT, Fraud, Internal Audit, and Engineering)

Sprint Nextel Communications
Reston, VA (Based in Englewood, CO)

- Primary partner and advisor for leaders of the following departments: Sales Support Call Center, IT, Fraud, Internal Audit, and Engineering.
- Collaborated with leaders to identify trends and developments that influenced business strategies, by establishing short/long-range objectives and developing innovative strategies to help achieve them.
- Collaborated to create and led multiple projects and process improvement plans, whilst serving as primary liaison between cross-functional teams to ensure clarity of goals, quality, and adherence to deadlines. Defined project deliverables, led meetings with executives to review status, and proposed changes.
- An integral part of compensation design and implementation.
- Collaborated with corporate partners to develop policies and procedures for entire company.
- Re-designed the employee relations program, resulting in consistent investigation guidelines, documentation, and decisions, using HR metrics by department to identify trends and make recommendations for improvement.
- Led interview panels for internal promotions and external leadership candidates.
- Conducted Employee Relations investigations.
- Partnered with Security and Fraud to identify and resolve employee theft of proprietary materials.
- Collaborated in the development of call center operations, quality, and training processes.
- Developed and implemented policies, procedures, and process improvement initiatives to improve employee retention rates and satisfaction.
- Led changes to existing methods to increase the accuracy, efficiency and responsiveness of the HR department.
- Created and led the implementation of first temp to hire program, which led to company-wide adoption.
- Lead for on and off-site client support across multiple time zones.
- Successfully led the activities of 8 team members in multiple locations.

Prior Experience:

HR Director (Financial): **MegaBank** (aka Compass Bank) - Englewood, CO

Regional HR Manager (Retail and Warehouse): **Thorn Americas** - Wichita, KS (Based in Denver, Colorado)

Regional HR Manager & Employee Relations Specialist (National High-Profile Cases)

(Restaurants): **Advantica Restaurant Company**
 (aka Denny's Restaurants) - Spartanburg, SC
 (Based in Northern California and then in Colorado with National territory)

Director of HR (Hospitality):

- **The Westin Hotel**, Santa Clara - Santa Clara, CA
- **The Concord Hilton** – Concord, CA
- **The Eldorado Hotel** – Santa Fe, NM

Non-Human Resources Experience

8/17 – 2/18 **Medical Report Editor & Fact Checker: *New Mexico Independent Medical Evaluations* - Albuquerque, NM**

- Special note: This was a flexible work-from-home role with minimal time in the office. I was able to do this while caring for my father, who has since passed.

09/09 – 10/11 **Registered Representative (Financial)**
World Group Securities and World Financial Group
Greenwood Village, CO

EDUCATION

M.S. in Management - Organizational Leadership (with honors) *Regis University - Denver, CO*

Certificate in Executive International Business: *Regis University - Denver, CO*

B.A. – Political Science, International Relations: *University of New Mexico - Albuquerque, NM* with Internship on Capitol Hill through *American University, Washington D.C.*

LANGUAGES

Spanish – Read, write and speak fluently

French and Italian – Studied for several years

OTHER PROFESSIONAL INFORMATION

- **SHRM-Senior Certified Professional** – (SHRM-SCP in effect from April 2015 to July 2021 - ID# 036912)
- **Senior Professional in Human Resources Certification** (SPHR – Life Certification)
- **Society for Human Resource Management Member** (SHRM)
- **Certified Trainer - Civil Treatment for Managers**
- **Network of Executive Women**
- **Previously Licensed professional in Colorado and Utah for Life, Health and Accident Insurance**
- **Prior Series 6 License**
- **Women in Cable Telecommunications Mentor** (Summer 2007)
- **AIRCOA Hospitality Services:** Human Resources Director of the Year (over 300 hotels)
- **Eldorado Hotel:** Manager of the Quarter and Manager of the Year
- **Digital Skills:** Microsoft Office Suite, ADP (WorkforceNow and TotalSource), Zenefits, PayChex, Paylocity, PeopleSoft, SAP, BeSwift, other assorted software and platforms