

John H. Smith

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Senior Organizational Effectiveness / Talent Development Executive

Dynamic Talent Development executive who is passionate about learning and envisions employee development as the ultimate competitive advantage in the marketplace. Innovative Organizational Effectiveness executive adept at strategic planning and leading organizational change that is aligned with business objectives. Resourceful researcher and project manager who can identify analytics, assess options, plan strategies, and establish metrics to create measurable change in organizations. Native speaker of English; fluent in Spanish.

- Improved field employee Net Promoter Score from 48 to 66.9 compared to industry average of ~16.
- Increased retention of healthcare professionals from 23% to 80.8% by implementing multifaceted employee hiring, benefits and incentive programs: referral, rewards, recognition, selection, and PTO.
- Eliminated \$5M+ payroll liability and increased employee engagement by implementing new field talent PTO program that replaced unpaid and unmonitored vacation days.

EXECUTIVE EXPERIENCE

TALENT CONSULTING

2010–Present

Boutique firm providing consulting services in Organizational Effectiveness and Talent Development

Senior Consultant – Organizational Effectiveness / Talent Development

Manage global talent acquisition projects, create learning models, and serve as Organizational Effectiveness consultant for companies. Collaborate closely with C-level executives to identify needs, establish metrics, and implement solutions to optimize performance. Design performance appraisals, identify competency gaps, and improve employee/client engagement.

- Created sales training program that received a standing ovation from staff of 170+. Program instantly transformed new employees into subject matter experts in a highly technical field and became the model for training companywide.
- Devised strategy to expand applicant pool and improve performance of sales professionals at Masonite (building supply manufacturer); designed and delivered in-depth training classes, trained the trainers, and created supporting materials.
- Designed standardized selection framework to attract higher quality employees: sourcing approaches, interview formats, web 2.0 active recruiting tactics, social media/networking strategies, referral program, and metrics.
- Structured approach to improve employee engagement, designing and implementing performance incentive program, rewards system, and employee recognition plan for BreakOut (healthcare collection firm/call center.)
- Developed integration strategy for 275 employees of newly acquired company: payroll, corporate culture and more.

ORANGE HEALTH CENTER

2005–2010

\$240M staffing firm specializing in nursing and allied healthcare professionals

V.P. – Learning & Operational Excellence (2007-2010)

Hand-picked by CEO to lead newly created Organizational Effectiveness/Training division and manage special projects. Managed \$1M operations budget with an additional \$1.2M learning budget. Launched field employee and client Net Promoter Score (NPS) loyalty assessment. Created framework to analyze initiatives and results. Identified, concurrently managed and implemented 11 additional projects to optimize effectiveness.

- Improved client engagement from 55.8 to 62.1 Net Promoter Score.
- Designed and implemented training/certification program for field office team members, resulting in 28.8% of employees being certified within 19 months and increasing retention of certified employees to 100%.
- Increased internal retention from 56.95% to 71.4% and VOA score from 3.88 to 4.12 through multifaceted programs: improved on-boarding and training, introduced incentive programs, and restructured hiring process.
- Consistently achieved #1 or #2 ranking of 18 divisions on Shared Service Survey with rating of 3.45 on 4.0 scale.

ORANGE HEALTH CENTER – Continued

2005–2010

V.P. – Local Nursing Operations (2005-2007)

Restructured operations utilizing Six Sigma methodologies to maximize performance across 3 divisions and 52 branch offices; identified best practices and standardized procedures for staffing, billing, invoicing, and payment.

- Initiated and completed special Human Resources projects to improve retention, referrals, and more.
- Increased compliance from 51.74% to 90.46% in less than one month, by automating the credentialing and compliance audit process for healthcare professionals.
- Utilized Six Sigma principles to reduce invoicing and pay errors 88%+—from 816 to 90 per week—by implementing computer-based payroll training, improving processes, and implementing a balanced scorecard.
- Generated \$3.5M in revenue each month with new partnership program that incentivized local and travel staffing divisions to collaborate on providing improved service to customers.

ACME WORLDWIDE

1999–2005

3rd-largest staffing firm in the world, providing office, industrial, and IT employees

Director of Process Improvement – Strategic Solutions Division (2004-2005)

Operations Director – Strategic Accounts (2002-2004)

National Account Manager (2001-2002)

Market Manager (2000-2001)

Branch Manager – Creative Practice (1999-2000)

Managed team of 23 direct reports in 5 offices; led sales team generating \$42M including \$15M in new business.

- Won Leader of Growth Award.
- Received Revenue Growth Award.
- Generated \$80M in sales revenue by closing two \$40M deals, the company's largest single contracts to date.
- Increased compliance 50% by designing a PeopleSoft module to generate exception reports for large contracts.

GREAT REGIONAL HEALTH

1996–1999

Large group model practice with 100+ clinicians in 10+ locations

V.P. – Marketing

Rebranded company including name, logo, marketing materials, and management of ancillary agencies.

- Generated \$5M in revenue by signing contract with Humana to provide Workers' Compensation services.
- Created and branded medical weight loss program featuring a combination of behavioral modification and medication.

EDUCATION & TRAINING

M.B.A., Expected Graduation May 2013

STATE SCHOOL OF BUSINESS, STATE UNIVERSITY

B.A. in Communication

STATE SCHOOL, UNIVERSITY OF STATE

Six Sigma Green Belt Certification • Public Relations/Crisis Communication • The Service/Profit Link (Harvard University)