

HEATHER ROSE, PHR

P.O. Box 11 • Conway, MA 01341 • hrshark@aol.com • (954) 650-0910 C • (413) 369-4080 H

8 years progressive experience in Human Resource Management including recruiting, management and development, designing new policies and procedures, employee relations and retention, training, and benefit administration.

**EMPLOYEE RELATIONS • RECRUITING • POLICY DEVELOPMENT • BENEFITS
ADMINISTRATION**

SUMMARY OF QUALIFICATIONS

- A Human Resources Leader with management, training, employee relations, counseling, and benefits experience in a progressively dynamic and challenging environment within the advertising and printing industries
 - Expert in staff training, development, and performance management to meet operating and financial goals with extensive experience in workforce diversity, team building, and group leadership.
 - In-depth knowledge of employment laws including EEO, OSHA, COBRA, FMLA, ERISA, ADA, and FLSA.
 - A hands-on motivational manager who seeks the best in individuals by teaching, involving and rewarding the 'person' resulting in superior team development and company growth.
 - Member, Society of Human Resources Management, February 2002 – Present.
 - Proficient in Microsoft Word, Excel, PowerPoint, and Outlook with strong working knowledge of various printers and copiers.
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PROFESSIONAL EXPERIENCE

ZIMMERMAN & PARTNERS HOLDING GROUP, INC.

MAY 2000-AUGUST 2002

AUGUST 2004-JULY 2008

MANAGING DIRECTOR

BEACON INDUSTRIES WORLDWIDE/AEGIS DEALER SERVICES

May 2008-July 2008

Fort Lauderdale, FL

Aegis was developed to facilitate the runoff of ancillary automotive insurance products while continuing to provide marketing and administration of the same insurance products serving insured, lien holders, dealerships, agents, and underwriters.

- Work with parent company to prepare Beacon Industries into runoff mode while simultaneously forming another company to manage runoff.
- Prepare revenue/expense projections over the runoff period.
- Work with vendor partners to facilitate the smooth transition of data for runoff of old company, including technology transfer, licensing, partnerships assessment and development.
- Responsible for evaluating current and proposed systems and procedures and determining and implementing changes as necessary.
- Liaison between all departments ensuring overall business flow is being conducted accurately, efficiently and flowing policies and procedures.
- Provide ongoing training to associates on an as needed basis.
- Assist President/CEO in the formulation of strategy and decision making: ensure decisions are carried out properly.
- Lead and direct the work of others including all department heads and executives.

DIRECTOR OF INTERNAL OPERATIONS & HR

BEACON INDUSTRIES WORLDWIDE

February 2005 – July 2008

Fort Lauderdale, FL

A division of The Zimmerman & Partners Holding Group, providing marketing and administration of ancillary automotive insurance products serving insured, lien holders, dealerships, agents, and underwriters.

- Manage all Human Resources activities for 39 full time employees responsible for policies and procedures, recruiting, employee performance appraisals, benefits, workers compensation, payroll, and all salary and payroll expense forecasts.
- Accountable for all facilities management, office management, procurement, and management of the Call Center, Data Processing, Information Technology, and overall work production.

- Work closely with the CEO and all Senior Level Management entrusted with confidential information, strategically strategizing benefits, employment, employee appreciation programs, and performance reviews.
- Prepare all appropriate documents and approvals maintaining complete Sarbanes Oxley, SOX, compliance.
- Researched and negotiated less expensive kitchen/break room supplies and established an office supply ordering process eliminating over ordering resulting in much better control and 24% decrease in expenses.
- Initiated an “Associate of the Month” luncheon providing lunch, training and an award to an associate who demonstrates outstanding customer service, work flow, etc.
- Collaborated with the Executive Management Team developing and implementing new workflow procedures significantly easing day-to-day operations alleviating employee frustrations, and reducing payroll by \$55K per month.
- Significantly improved employee morale reducing turnover by 13% through the implementation of the above outlined initiatives.

HUMAN RESOURCES
ZIMMERMAN ADVERTISING, INC.

August 2004 – February 2005
Fort Lauderdale, FL

A retail advertising organization part of Omnicom Group Company, currently the 15th largest advertising agency in the U.S., with more than 1,000 fulltime associates and offices throughout the country.

- Managed all office operations including recruiting, payroll, facilities, procurement, benefits and cobra, and the internship program.
- Successfully managed payroll for over 600 full and part time regular employees utilizing ADP.
- Hired temporarily to be the company recruiter then filled in for the Payroll Administrator on maternity and eventually promoted to the Office Manager position until transferred to Beacon Industries.

ASSOCIATE DIRECTOR OF HUMAN RESOURCES
ZIMMERMAN ADVERTISING, INC.

May 2000 – August 2002
Fort Lauderdale, FL

A retail advertising agency with over 300 employees.

- Responsible for recruiting for 10 regional offices including the headquarters, employee relations, employee orientation, cobra and workers compensation, travel, office and facilities management, and procurement with 3 direct reports.
- Coordinated and executed the office remodeling managing the decorating and physical movement of all offices within a 1 month timeframe.
- Researched, created and executed a formal Internship Program, hiring 20 Interns for each program, rotating in positions throughout the company including Monday Morning housekeeping meetings with a presentation from one of the departmental Executives.
- Successfully audited all employee files and redesigned the filing system ensuring federal compliance.
- Liaison between management and employees handling questions, interpreting and administering contracts and resolving work-related problems.
- Originally hired as and HR Assistant and was quickly promoted based on exceptional work ethic and performance.

DIRECTOR OF HUMAN RESOURCES
THE JKG GROUP, INC.

August 2002 – March 2003
Boca Raton, FL

A full service printing company beginning to expand into advertising in 2002 with a total of 150 employees.

- Recruited to separate the HR functions from the accounting department creating all policies and procedures accountable for safety, benefits, recruiting, and employee relations.
- Effectively campaigned to the CEO the need to implement and enforce new HR policies ensuring compliance with government laws and regulations.
- Redesigned the 8-year-old employee handbook creating new policies and procedures inline with new and reformed employment and management laws, company policies and benefits eliminating significant liabilities.

- Initiated and developed an OSHA safety handbook, as well as, cleaning company work areas ensuring all OSHA compliance.
- Created and communicated an “open door” policy to all employees generating a strong employee relation’s environment.

OFFICE MANAGER
PEST AWAY, INC.

January 1997 – May 2000
Boca Raton, FL

A small family owned pest control company with 11 employees.

- Managed all day-to-day operations including customer relations, marketing, sales, purchasing, AP/AR, payroll, recruiting, and employee scheduling and relations.
 - Successfully implemented and maintained two vehicle and inventory software programs tracking costs generating more effective management of vehicle and inventory costs and controls.
 - Successfully performed this position while attending school.
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EDUCATION AND TRAINING

BS, INTERNATIONAL BUSINESS AND MARKETING
FLORIDA ATLANTIC UNIVERSITY

1999
Boca Raton, FL

TRAINING

- Human Resource Audits, 2002, Employment Toolbox, 2001, and a Two-day workshop for Personnel and HR Assistants, 2000.
- Leadership Series – How to Grow, How to Manage, and How to Lead, 2001 – 2002.