

OLIVIA ANNE GRAYSON

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VICE PRESIDENT, HUMAN RESOURCES

~ A Practical Thinker who Pioneers HR Programs that Enhance Revenue Growth and Profitability while Creating Employee-Friendly, Safe, and Productive Work Environments. ~

Personable, Analytical, and Cost-Conscious Senior-Level Executive offering broad-based experience providing excellence in human resources leadership. Considerable expertise creating innovative benefit and wellness programs, developing leading-edge training programs, and implementing the strategic HR function for high-growth organizations.

Superior project management, implementation, follow-up, negotiation, and consensus-building skills. Able to keep a diverse group of strong sales leaders on track. Extremely focused on creating training that delivers an above-average ROI.

Proven ability to investigate and resolve highly complex and sensitive workforce complaints and ensure internal and regulatory compliance. Proficient in Microsoft Office Suite, ADP/HRB, Ultimate Software Payroll/HRMS. MBTI Certified.

CORE COMPETENCIES

- Developing & Executing Strategic HR Goals
- Communicating & Administering HR Policies & Programs
- Spearheading Key Projects, Initiatives & Rollouts
- Providing Employee Training & Support
- Implementing HR Management System Upgrades
- Providing Advice/Counsel to Senior Management & Staff
- Serving as a Chief Spokesperson In Labor Relations
- Ensuring Regulatory Compliance with State & Federal Laws

NOTABLE CAREER HIGHLIGHTS

- **Initiated and developed a groundbreaking benefit and wellness program** at Colemont that fostered a healthy lifestyle culture and significantly reduced claim costs.
- **Innovated a cutting-edge broker development program that positioned Colemont as a choice employer**, significantly enhanced the company's ability to attract top talent, and altogether changed the recruitment process.
- **Twice managed the integration of data from multiple companies into a centralized online repository** ... integrated 8 companies' data for Marketing Specialists Sales Company and 3 companies' data for BenefitMall.
- **Parlayed knowledge from previous Fortune 500 experience** to successfully create and implement best-in-class HR functions in 3 expanding companies (Goldrich Brokerage Group, Premier Benefits, and Cheshire Marketing Company) and lay the framework for enhanced profitability, organizational growth, talent acquisition, and retention.

PROFESSIONAL EXPERIENCE

Goldrich Brokerage Group, Carrollton, Texas

2001–2010

~ Full service, wholesale insurance broker generating \$1 billion in annual premium volume. ~

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Recruited to build and launch the corporate HR function for growing organization. Managed an annual payroll budget of \$40.9 million and a departmental budget of \$600,000. Provided strategic support and coaching to the CEO, executives, and management on employee, regulatory, and business issues. Developed a competency-based performance management process. Directed payroll systems initiatives. Developed a multi-faceted lead generation and nurturing program. Chaired the 401(k) Review Committee. Developed and presented Harassment and Discrimination Awareness and Prevention training.

- **Created the Broker Development Program that resulted in 100% of new hires meeting or exceeding their initial sales goals and generating an additional \$45 million/annually** in new revenue.
- **Played a key role in growing the company from \$500 million in premiums to \$1 billion** and in driving programs that led to its outstanding reputation in the industry, both of which contributed to the company's quick sale despite the tough economy.
- **Initiated and launched a cutting-edge wellness program** that led to a 4% reduction in insurance claims.
- **Lowered insurance costs by boosting employee's use of in-network providers to 95% in 2009**—from 50% in 2002.
- **Saved the company \$180,000** by sourcing a new wellness-plan broker and negotiating a favorable contract.
- **Reduced workforce complaints by 95%** over a 5-year period by developing & implementing leadership-training initiatives.
- **Increased efficiency, accuracy, and access to real-time information, while saving \$85,000 annually**, by implementing a Web-based Payroll/HRIS integrated system that housed benefits and wage information in a centralized repository.

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Target Consulting Professionals (formerly Resources Connection), Ojai, California 1999–2000

– A publically held consulting firm providing best-in-class consulting services by hiring only seasoned professionals. –

HUMAN RESOURCES CONSULTANT (working on location at **Premier Benefits**)

Placed on assignment at an online broker services start-up in Addison, Texas to develop their strategic HR roadmap and assist in integrating payroll systems resulting from their acquisition of 3 separate companies.

- **Laid the groundwork for growth and enhanced profitability** by developing a strategic roadmap for the company's corporate HR function.
- **Improved efficiency, accuracy, and access to information** by spearheaded the integration of data resulting from 3 acquisitions into a centralized ADP payroll system.
- **Created a process to identify and address employee concerns during a period of rapid and unprecedented growth** by designing and implementing an employee satisfaction survey.

Cheshire Marketing Company, Dallas, Texas 1997–1999

– A national food broker with 3,000+ employees located across the U.S., generating \$450 million in revenues, and the leading provider of outsourced sales and marketing services to food manufacturers, producers, and suppliers. –

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Recruited to create the company's first functional HR division. Managed a staff of 5 direct and 6 indirect reports. Managed a \$196 million payroll for 3,000 employees and a \$25 million health and welfare budget. Directed organization and assimilation of 8 acquired food brokerage companies.

- **Reduced healthcare costs by 5% through skillful negotiation** and creative cost-sharing strategies.
- **Initiated and managed the execution of an industry-specific salary survey**, resulting in the development and implementation of competitive salary ranges for positions companywide.
- **Launched a centralized data repository that integrated employee data for 10 companies into one system** and laid the framework for the company to later implement a Human Resource Management System (HRMS).

ADDITIONAL HUMAN RESOURCES EXPERIENCE

Cranston Property Company, Dallas, Texas

HUMAN RESOURCES DIRECTOR

Developed and grew the HR function. Played a key role as a member of the executive leadership team in developing and implementing strategic company initiatives for this company generating \$250 million in revenues and its 700 employees.

General Mills, Golden Valley, Minnesota

HUMAN RESOURCES MANAGER

Developed a formal mentoring program for field sales organization. Led HR activities for the acquisition integration team. Negotiated 2 contracts as the company's chief spokesperson.

R.J. Reynolds Tobacco Company, Tobaccoville, North Carolina

LABOR RELATIONS SPECIALIST / REPRESENTATIVE

COMPENSATION ANALYST

WORKERS' COMPENSATION SPECIALIST

EDUCATION, AFFILIATIONS & CONTINUING DEVELOPMENT COURSEWORK

University of Florida, Gainesville

BACHELOR OF SCIENCE

Society for Human Resources Management (SHRM)

MEMBER, 1990–Present

SENIOR PROFESSIONAL HUMAN RESOURCES CERTIFICATION (SPHR)

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