

DIRECTOR, VENDOR SERVICES AND COMPLIANCE

Summary

Extensive experience in human resources, account management, business architecture, project implementation, and director level operations. Ability to display outstanding interpersonal skills, keen analysis, problem solving, and team approach to meet the demands of clients and stakeholders.

Highlights

- Strong Task Management Skills
- Benefits and Payroll Administration
- Implementation
- Change Management
- Analytical
- Strong Interpersonal Skills
- Contract Negotiation
- Evaluation and Compliance
- Innovative Problem Solving
- Strong Written and Verbal Communication
- Reporting and Documentation

Experience

Director, Vendor Services and Compliance

October 2015 to Current Company Name - City , State

- Analyze requirements and produce solutions in accordance with best practices in employment and human resource law as it relates to independent consultants, contractors, and temporary labor.
- Architect solutions that exceed program objectives through in-depth analysis of business requirements.
- Facilitate discovery of business information and processes to uncover potential areas of risk.
- Selected to lead the management of program implementation including project initiation, planning, execution and closure.
- Develop and manage project schedules and deliverables and report on status and results.
- Coordinate activities and meetings internally and with stakeholders to analyze business requirements and solicit feedback.
- Conduct detailed workflow and business reviews to monitor project results and control resources.
- Audit data and systems to ensure a thorough understanding of processes and internal policies.
- Continually evaluate programs to improve process, system, and people efficiencies.
- Prepare metrics and recommendations to present at Quarterly Business Reviews.

Team Manager

October 2008 to December 2010 Company Name - City , State

- Responsible for a team of Human Resource Specialists/Business Managers.
- Manage programs to ensure account satisfaction and operational delivery of defined objectives.
- Develop effective relationships with key stakeholder involved in client programs.
- Screen and hire senior level professionals as well as coordinate orientations.
- Actively train, mentor, and consult new employees hired by the company.
- Conduct regular feedback and planning sessions for employees to meet career path objectives including professional development coaching.
- Evaluate and adjudicate independent contractor compliance assessments.
- Provide risk analysis and assessment by identifying potential areas of concern and ensuring programs are being administered as agreed upon.
- Negotiate master service agreements and individual consulting contracts.

Human Resource Specialist/Business Manager

November 2006 to October 2008 Company Name - City , State

- Educate and communicate regarding complex human resource, legal, financial, and system transactions.
- Administration of benefits including retirement, profit sharing, medical, dental, life, and disability insurance.
- Oversee invoicing, payroll, expense processing and reconciliation for assigned accounts.
- Work with independent contractors and vendors to perform compliance assessments.
- Audit and reconcile online reports to guarantee accounts accurately reflect business goals.
- Provide operational business support and a high level of customer service to an assigned group of professionals working domestically and internationally.
- Serve as an advocate internally to ensure outstanding issues are managed and resolved promptly.
- Establish and maintain positive working relationships through developing credibility and report.

Relationship Banker

August 2004 to October 2006 Company Name - City , State

- Proactively initiate, develop, and manage long-term, profitable relationships.
- Manage existing client relationships to identify future needs and consultatively address them.
- Profile prospects and clients to identify additional financial needs, and refer to appropriate financial partners.
- Deliver superior quality service in person or by phone such that client needs are met on a consistent positive basis.
- Responsible for preparing weekly and monthly reports on employee and branch status in several aspects of banking.
- Hold meetings weekly with employees on knowledge of current products, sales meetings, and on satisfying client needs.

- Oversee and participate in daily operational function of branch teller area while responsible for delivery of superior quality service while adhering to corporate, regulatory and audit guidelines.
- Ensure timely and efficient completions of client transactions by teller staff while acting as a service leader for branch personnel.
- Proactively encourage the sales/quality referral process of branch teller staff.
- Consistently met monthly sales goals.
- Recognized by Regional President for 100% score by mystery shopper.

Director, Enterprise Solutions

January 2011 to September 2015 Company Name - City , State

Analyze requirements and produce solutions in accordance with best practices in employment and human resource law as it relates to independent consultants, contractors, and temporary labor.

Architect solutions that exceed program objectives through in-depth analysis of business requirements.

Facilitate discovery of business information and processes to uncover potential areas of risk.

Selected to lead the management of program implementation including project initiation, planning, execution and closure.

Develop and manage project schedules and deliverables and report on status and results.

Coordinate activities and meetings internally and with stakeholders to analyze business requirements and solicit feedback.

Conduct detailed workflow and business reviews to monitor project results and control resources.

Audit data and systems to ensure a thorough understanding of processes and internal policies.

Continually evaluate programs to improve process, system, and people efficiencies.

Prepare metrics and recommendations to present at Quarterly Business Reviews.

Education

MPA : Human Resource Management , January 2012 George Mason University - City , State Human Resource Management

BA : Organizational Communication , May 2006 George Mason University - City , State Organizational Communication

AS : General Studies , May 2004 Northern Virginia Community College - City , State General Studies

Skills

account management, approach, Architect, banking, Benefits, Change Management, coaching, Strong Interpersonal Skills, interpersonal skills, consulting, contracts, Contract Negotiation, client, clients, customer service, delivery, Documentation, financial, Human Resource, human resources, insurance, invoicing, law, legal, director, Management Skills, meetings, mentor, Payroll, personnel, policies, problem solving, processes, improve process, profit, program implementation, quality, Reporting, risk analysis and assessment, sales, phone, Verbal Communication, workflow, Written