

KELLY FONSECA, SPHR
555 Hauoli Street
Honolulu, Hawaii 96822
808-555-5555

WORK EXPERIENCE

QUEEN'S MEDICAL CENTER

November 2002-present

EMPLOYEE RELATIONS MANAGER

Reports to VP of Human Resources. Serves as advisor to staff and management in all areas of Human Resources. Provides guidance to management on disciplinary actions including recommendations for suspension and/or termination. Works directly with various unions on matters pertaining to issues covering contracts. Provides contract interpretation/administration to management. Process unemployment claims and attend hearings. Investigates and prepares responses to HCRC and EEOC complaints. Handles internal investigations/interventions. Provides training to management on various HR topics and provides input on development of various policies and procedures. Member of contract negotiation team. Serves as Coach to Employment Team.

MEDICAL SYSTEMS HAWAII, OAHU BRANCH

June 2001-November 2002

EMPLOYEE RELATIONS COORDINATOR

October 2001-present

Reported to Employee Relations Manager and Director of Labor Relations. Served as an advisor to staff and management in all areas of Human Resources including policy interpretation. Provided guidance to management on disciplinary actions including recommendations for suspension and/or termination. Served as liaison between company and unions and provided contract interpretation/administration to management. Processed unemployment claims and attends hearings. Worked with attorneys on HCRC and EEOC complaints. Handles internal investigations. Provided training to management on various HR topics and provided input on development of various policies and procedures. Member of contract negotiation team.

SR. COMPENSATION ANALYST

June 2001- October 2001

Reported to Administrator of Human Resources. Responsible for evaluating and developing compensation policies and practices. Implemented salary programs analyzed new/existing jobs and recommended appropriate salary/studies. Provided guidance to management on performance appraisals. Served as Coach for the Employment Team. Responsible for the overall administration of the union contract and served as liaison between employer and employee associations. Supervised Compensation Specialist.

CIC, INC.

October 2000-May 2001

REGIONAL MANAGER

Reported to the Vice President. Served as the Regional Manager for operations on the West Coast, Arizona, Canada and a Sales Division throughout the US. Directed and administered the human resource activities of employment, compensation, employee relations, training, and policy development. Supervised HR Clerk and provided guidance to Benefits Administrator as needed.

MEDICAL SYSTEMS HAWAII, OAHU BRANCH

June 1994-June 2000

HR BUSINESS PARTNER

April 2000-June 2000

SR. EMPLOYMENT/EMPLOYEE RELATIONS ADVISOR

December 1996-April 2000

Reported to the Administrator of Human Resources. Responsible for the overall coordination of the recruitment and hiring of applicants and employees. Coached the Employment Team and served as co-coach for Benefits & Compensation Team. Provided assistance and/or guidance to Sr. Leadership in absence of Administrator. Served as an employee relations advisor to both employees and supervisors. Provided guidance to management on disciplinary actions including recommendations for suspension and/or termination. Responsible for the administration and

interpretation of the union contract, including responding to grievances. Provided administrative support for and was a member of the Collective Bargaining Committee. Supervised, coordinated and assisted with various corporate projects and committees. Prepared responses to Hawaii Civil Rights Commission and EEOC complaints. Maintained EEO reports and AAP. Supervised Employment Assistant.

EMPLOYMENT SPECIALIST

July 1996-December 1996

Duties include those of the employment assistant with additional responsibilities of assisting supervisors and employees with employee relation issues as well as assisting the Sr. Employment Specialists with recruitment and hiring of new employees.

EMPLOYMENT ASSISTANT

October 1994-July 1996

Assisted applicants with completion of applications and review of minimum requirements, employment verifications, processing of new employees, setting up physicals and orientations, preparing personnel files, newhire paperwork and I.D. badges, and inputting information into payroll system. Other duties included preparing weekly job bulletins, maintaining applicant and employee records in accordance with Federal and State laws, inputting employee address, tax withholding and name changes.

HR/PAYROLL CLERK

June 1994-October 1994

Processed payroll for over 1800 employees. Duties included inputting new employee information, setting up and changing direct deposits, tax withholdings and employee demographic information, batching and proofing timesheets, inputting income adjustments and deductions, distributing time off reports to supervisors, maintaining physician time-off records, and completing employment verifications for TDI claims.

KC & WATERS GROUP (PERSONNEL SERVICES)

January 1992-June 1994

PERSONNEL SUPERVISOR

January 1992-June 1994

Responsible for recruiting, retaining, and placing qualified applicants on temporary assignments. Duties included interviewing, evaluating, and orientating applicants, processing applicant files, supervising all temporaries on assignment, implementing incentive and recognition programs, performing quality control and performance appraisals on temporaries, and maintaining customer service relationships with various clients.

OFFICE MANAGER

August 1993-January 1994

Reported directly to the President. Duties included monitoring vacation and sick leave, approving monthly staff schedules, resolving internal staff conflicts, developing relationships with clients, and assisting with weekly payroll of temporaries and billing of clients.

OFFICE SUPERVISOR

November 1992-August 1993

Maintained daily operation of Pearl City branch office. Reported directly to the President and Office Manager. Duties included increasing monthly gross profit, monitoring staff to ensure proper procedures were followed, and expanding client base and temporary placement.

Other job duties for all three positions included developing computerized reports to assist in daily operations, installing office automation software for evaluating applicants skills, handling unemployment and worker's compensation claims, and visiting clients on a weekly or monthly basis to maintain customer relations.

GOOD FOOD MARKET

January 1986-December 1992

ASSISTANT SERVICE MANAGER

Supervised of over 30 service attendants. Duties included scheduling and training employees, resolving customer complaints and employee issues, monitor attendance records, and opening and closing of shifts.

EDUCATION BACKGROUND

HR CERTIFICATION INSTITUTE - SHRM

2002

Senior Professional in Human Resources

UNIVERSITY OF HAWAII AT MANOA
Bachelor of Business Administration in Human Resource Management

1991

LEEWARD COMMUNITY COLLEGE
Associate of Arts in Liberal Arts

1987