

KELLY FONSECA, SPHR

555 Hauoli Street ~ Honolulu, Hawaii 96822

808-555-5555

HUMAN RESOURCES EXECUTIVE

Dynamic, resourceful, and dedicated professional with over 12 years of proven human resources experience focused in health care, a Bachelor's degree in Human Resource Management, and SPHR certification from the Society for Human Resource Management. Expert at partnering with management to resolve conflicts. Exceptional integrity plus strong interpersonal, negotiating, and problem-solving skills. Expertise includes:

- ◆ Employee Relations
- ◆ Compensation
- ◆ EEO Law
- ◆ Union Contract Negotiations
- ◆ Recruitment & Hiring
- ◆ Reward & Recognition
- ◆ Training & Diversity
- ◆ Employee Communications

CAREER HIGHLIGHTS

- Managed eight union contract negotiations, including one brand new contract, at Queen's Medical Center. Used strong negotiating skills to make contracts a win-win for all parties and also successfully introduced paid time-off into all contracts that did not have this program.
- Negotiated two full union contracts at Medical Systems Hawaii.
- Held numerous leadership roles at Medical Systems Hawaii, Oahu Branch. These included managing the contract and relationship with various employee unions and associations; coaching the Employment Team; chairing the Blood Drive and Employee Recognition Celebration Committee; serving as an Employment Process, Résumé/Interview Skills, and New Employee Orientation Trainer; and sitting on the National Labor Relations Board Hearing and Election Work Group.
- Introduced heightened awareness of HR, more rigor to HR processes and practices, and improved job descriptions and job application form as General Manager at CIC, Inc., an international dental equipment manufacturer.

PROFESSIONAL EXPERIENCE

QUEEN'S MEDICAL CENTER, Honolulu, Hawaii

2002 – Present

Employee Relations Manager

- Counsel staff and management on employee relations issues, reporting to Vice President of Human Resources.
- Train management on diverse HR topics and advise on corporate policies and procedures as well as on disciplinary actions such as suspension and/or termination.
- Serve as a key member of the contract negotiation team and work closely with various unions and contracts.
- Investigate and prepare responses to HCRC and EEOC complaints.
- Process unemployment claims and attend hearings.

MEDICAL SYSTEMS HAWAII, OAHU BRANCH, Honolulu, Hawaii

1994 – 2000 & 2001 – 2002

Employee Relations Coordinator (2001-2002)

- Advised staff and management on employee relations issues and policy interpretation, reporting to both the Employee Relations Manager and Director of Labor Relations.
- Served as liaison between the company and various unions, negotiating and advising management on contracts.
- Processed unemployment claims and investigated HCRC and EEOC complaints, working closely with attorneys.

Senior Compensation Analyst (2001)

- Assessed and developed compensation policies, procedures, and practices, reporting to HR Administrator.
- Analyzed functions of new and existing positions in order to recommend salary ranges and studies.
- Provided advice and guidance to management on appropriate salary actions following performance appraisals.
- Served as main point of contact between employer and employee associations and administered union contract.
- Supervised a Compensation Specialist.

CIC, INC., Folsom, California

2000 – 2001

Regional Manager

- Managed diverse HR functions for this international dental equipment manufacturer including compensation, employee relations, recruitment, policy development, and training for manufacturing operations on the West Coast, a subsidiary in Arizona, and sales operations in 50 US states and Canada, reporting to Vice President of Finance.
- Supervised an HR Clerk and also provided guidance to the Benefits Administrator.

PROFESSIONAL EXPERIENCE

(CONTINUED)

MEDICAL SYSTEMS HAWAII, OAHU BRANCH, Honolulu, Hawaii 1994 – 2000

HR Business Partner ~ Senior Employment / Employee Relations Advisor (1996-2000)

- Coordinated recruitment and hiring of over 250 new nurses and other patient care staff per year, using creative techniques such as advertising, job fairs, direct mail to professional association mailing lists, and recruitment firms.
- Handled over 100 employee relations issues per year, recommending disciplinary actions as appropriate.
- Supervised an Employment Assistant and reported to the Administrator of Human Resources.
- Trained the Employment Team and also co-led training for the Benefits and Compensation Team.
- Responded to complaints from the Hawaii Civil Rights Commission and the EEOC.
- Sat on the Collective Bargaining Committee and served as liaison between employer and employee associations.
- Prepared and maintained EEO and AAP reports.

Employee Specialist (1996) ~ promoted from Employment Assistant (1994-96)

- Worked closely with supervisors, employees, and Senior Employee Specialists to resolve employee relations issues and to recruit and hire new employees.
- Helped job applicants complete employment applications and performed employment verifications on applicants.
- Oriented new hires by scheduling orientation sessions, preparing personnel/payroll files, and issuing ID badges.
- Maintained employee records and compiled weekly bulletins advertising job vacancies.

HR / Payroll Clerk (1994)

- Processed payroll for over 1,800 employees.
- Kept employee files up-to-date with correct information concerning salary, direct deposit, tax withholding, and other deductions; batched and proofed timesheets; prepared and distributed time-off reports to supervisors; maintained physician time-off records; and verified employment for TDI claims.

KC & WATERS GROUP (PERSONNEL SERVICES), Honolulu & Pearl City, Hawaii 1992 – 1994

Personnel Supervisor (1992-94), Honolulu, Hawaii

- Recruited, screened, and placed candidates in temporary assignments with a diverse range of corporate clients.
- Supervised and conducted performance reviews on all temporary workers while on assignment.
- Managed staff of 3-5 and implemented and managed staff incentive and recognition programs.

Office Manager (1993-94), Honolulu, Hawaii

- Oversaw daily operations including staff scheduling, payroll, and client billing, reporting directly to the President.
- Developed and managed strong client relations with corporations such as Budweiser and The Sports Authority.

Office Supervisor (1992-93), Pearl City, Hawaii

- Managed day-to-day operations of the Pearl City branch office, reporting to the President and Office Manager.
- Placed 5-20 candidates a day and handled both operational and marketing functions for the branch.

GOOD FOOD MARKET, Honolulu, Hawaii 1986 – 1992

Assistant Service Manager

- Supervised operations and a team of over 30 service attendants at a grocery store.
- Scheduled and trained staff, opened and closed shifts, and resolved customer complaints and employee issues.

EDUCATION

UNIVERSITY OF HAWAII AT MANOA, Manoa, Hawaii

Bachelor of Business Administration, Human Resource Management, 1991