

Tamara Boughner

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HUMAN RESOURCE MANAGER

- ♦ **Extensive background in HR generalist affairs**, including experience in employee recruitment and retention, staff development, conflict resolution, benefits and compensation, HR records management, HR procedures development and legal compliance.
- ♦ **Demonstrated success in negotiating win-win compromises**, developing teamwork among staff trainers, building consensus between bargaining union officials with differing agendas, and writing personnel manuals, corporate procedures, position descriptions and management reports.

HR SKILLS

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| ♦ HR Department Startup | ♦ Staff Recruitment & Retention | ♦ On-Boarding & Orientation |
| ♦ Employment Law | ♦ Employee Relations (5 Unions) | ♦ HRIS Technologies |
| ♦ FMLA/ADA/EEO/WC/UC | ♦ Benefits Administration | ♦ Training & Development |
| ♦ HR Policies & Procedures | ♦ HR Program & Project Management | ♦ Performance Management |
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PROFESSIONAL EXPERIENCE

TELEREACH, INC — OIL CITY, PA

Telemarketing company operates in four states and is responsible for providing customer service and sales for various newspaper conglomerates located within the United States.

HR Director, February 2016 to Present

Manages HR operations for 300 plus employees at four call centers (AZ, CT, PA & FL). Develops/recommends and implements policy/procedure as related to personnel/payroll and ensures effective communication to applicable staff. Administers worker's compensation/safety and employee benefits (health/dental) programing. Performs annual evaluation of the wage/benefit compensation system and offers recommendations to CEO. Responsible for personnel requisition in PA and management of the process for the other states. Oversees company sponsored employee events and activities such as incentive programs (performance/attendance based), holiday gatherings/designs (to include three holiday window displays) and the summer picnic. Manages/develops agreements with vendors and service providers to ensure a quality HR program. Responsible for the administration of the time and attendance system – coordinating with IT and the Business Manager to ensure payroll activities are in compliance with the regulations of each state. Advises managers on disciplinary issues and employee terminations in all four states. Ensures that managers receive position appropriate training and provides mentoring as required/requested. Coordinates administrative/clerical projects (HR related) for all four call centers. Supervises mid-level managers and clerical staff. Responds to employee inquiries regarding provided benefits.

Key Results:

- ♦ Implemented the Instant pay platform to potentially decrease employee turnover.
- ♦ Eliminated illegal hires with E-Verify in AZ.

CEEBISK ENTERPRISES LLC — Greensburg, PA

Management company that is responsible for providing general administrative services. Revenue increased 3.4% in 2014.

HR Director/Business Partner, 2011 to Present

Worked with partner in startup and management of HR operations for a small manufacturing enterprise and a non-profit organization to include administering the HR budgets, managing personnel records and handling HR generalist workplace issues. Also responsible for all aspects of employee pay as well as general bookkeeping.

PROFESSIONAL EXPERIENCE (CONTINUED)

Key Results:

- ◆ Reduced payroll expense by 6.65% in 2014.
- ◆ Reduced lease expense by 8.5% in 2014.
- ◆ Employee-retention rate was greater than 94% in the last year as compared to an average retention rate of 84.4% within this industry.

COMMONWEALTH OF PA/DEPARTMENT OF CORRECTIONS (DOC) — Mercer, PA

Pennsylvania state facility that is responsible for the confinement, care and rehabilitation of male inmates.

HR Analyst II/Generalist, 2006 to 2014

Recruited as an experienced generalist for an HR department undergoing restructuring. Managed the Employee Performance Review, Employee Identification, Biometric, High School Intern, On-Boarding/Orientation, Staff Recruitment and Staff Development programs to include employment verifications. Developed and implemented a training facilitator recognition and incentive program. Advised supervisors regarding employee relations, FMLA and EEO compliance. Met with union officials to resolve union grievances. Administered the Staff Development budget. Responded to staff inquiries on pay and benefit concerns. Supervised a staff of 20+ trainers.

Key Results:

- ◆ First DOC field analyst to have an assigned budget based upon a demonstrated ability to reduce training costs.
- ◆ Played a key role in ensuring the successful launch of the employee/inmate biometrics system. Devised an implementation plan, authored written procedures for fingerprint enrollment and maintenance, successfully completed the process prior to the project deadline.
- ◆ Fostered a teamwork/open-door environment conducive to positive dialogue across the organization. Personal efforts were cited as the driving force behind the establishment of a highly motivated and effective facilitator team.

COMMONWEALTH OF PA/DEPARTMENT OF CORRECTIONS — Cambridge Springs, PA

Pennsylvania state facility that is responsible for the confinement, care and rehabilitation of female inmates.

HR Analyst II/Specialist, 2004 to 2006

HR Analyst I/Specialist, 2002 to 2004

Transferred to the Department of Corrections initially to manage the recruitment, employee performance, and position classification programs. In 2004, program management expanded to include the training and intern programs. Other generalist duties encompassed employee benefits, safety, labor relations, and maintenance of employee records. Supervised a staff of 15+ Trainers.

Key Results:

- ◆ Reduced training costs utilizing employee salary and work schedule data.
- ◆ Accepted performance-based promotion in 2004.
- ◆ Played a fundamental role in the transition of employee data from the old HRIS to SAP.
- ◆ Successfully closed six months of outstanding employment certifications initiated by predecessor.
- ◆ Reworked new-hire orientation program and incorporated on-site mentoring.
- ◆ Revamped interview questions for 20+ standard positions which were later disseminated (at the request of senior management in Harrisburg) to other HR offices.
- ◆ Reviewed job descriptions across all five bargaining unions and 30+ employee categories. "Shadowed" and interviewed employees to construct an accurate picture of the duties and skills required for each position. Submitted reports for all classification grievances to Harrisburg.

PROFESSIONAL EXPERIENCE (CONTINUED)

COMMONWEALTH OF PA/DEPARTMENT OF HUMAN SERVICES — Warren, PA

Pennsylvania state mental hospital that is responsible to insure state-of-the art inpatient treatment.

HR Analyst I/Generalist, July 2002 to December 2002

Promoted to position at Warren State Hospital to assist with a broad range of HR functions, including proctoring civil service exams, recruiting employees, conducting new employee orientation, and coordinating all training events.

Key Results:

- ◆ As the only HR employee with Access experience - developed a database to track employee attendance as well as the absence leave types utilized (this was prior to SAP).
- ◆ Received commendation for creating and publishing a monthly newsletter.

COMMONWEALTH OF PA/GOVERNOR'S OFFICE OF ADMINISTRATION — Harrisburg, PA

Pennsylvania state agency that administers programs to attract and retain a high-quality workforce.

HR Management Trainee, July 2001 to June 2002

Recruited for the FY 2001/2002 Human Resource Management Trainee (HRMT) program. Over eight hundred candidates were tested although only 30 were hired from the approximate 200 that were interviewed. Received extensive classroom training and completed four rotations at the Department of Human Services (Labor Relations and HR Research, Project Design & Evaluation), Department of Transportation (Workforce Analysis) and the Governor's Office of Administration (Job Classification & Pay).

Key Results:

- ◆ Developed the concept for an HR intranet site which was implemented at the Dept. of Human Services.
- ◆ Completed a workforce analysis research project for the HR Director of the Dept. of Transportation and was offered a permanent position in their new workforce planning division.
- ◆ Promoted to permanent status as a Human Resource Analyst I at Warren State Hospital upon successful completion of the program.

EDUCATION

CLARION UNIVERSITY OF PENNSYLVANIA — Clarion, PA

Bachelor of Science (BS) in Industrial Relations

Activities: Worked concurrently during college as a clerk/switchboard operator for Venango Manor Nursing Home.

OF NOTE

Computer Skills:

- ◆ HRIS applications (SAP, USA Payroll & Instant, Intuit QBO Payroll)
- ◆ MS Office (Word, Excel, PowerPoint, Access, Outlook)

Professional Associations:

- ◆ Member/Society for Human Resource Management