

Ronald Shirley

Riverside, CA

LEADERSHIP / TRAINING & ORGANIZATIONAL DEVELOPMENT HUMAN RESOURCES • MANAGER OF OPERATION

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City of Riverside
City Clerk's Office

EMPLOYMENT NARRATIVE

BBSI, Inc.

Business Partner – October 2013 to current

Provides strategic leadership to a multi-million dollar business unit that consults on a broad range of organizational and management issues. The primary objective of the Business Partner and business unit is to maximize business owner/client investment in human capital through establishment of best practices. The Business Partner will collaborate with client companies to assess, advise and influence them on matters involving, but not limited to, organization design and development, change management, employee engagement, and performance management.

DUTIES AND RESPONSIBILITIES:

- Act as business owners' advocate.
- Drive Tier movement within client companies.
- Benchmark, analyze and deliver measurable results to the business owner.
- Own client life cycle including client acquisition, development, and retention.
- Act as the performance improvement driver and promote positive change within client companies in human capital management.
- Collectively own P&L responsibility with fellow business unit members.
- Proactively lead business unit in the assessment and analysis of client company requirements in the areas of organizational development, risk and safety consulting, payroll administration, employment law compliance, and workers' compensation administration.
- Direct responsibility for individual components of consulting plan.
- Distribution channel and business community involvement.
- Self-guided professional development in areas including Organization Development and Design, Risk and Safety, Payroll, and Workers' Compensation.
- Other duties and responsibilities as assigned.

CORE TRAITS/COMPETENCIES:

- Ability to operationalize concepts with true business acumen
- Understanding of economic environment and effect on business
- Results oriented
- Business-owner empathy
- Stakeholder mentality
- Drive and vision
- Innately curious
- Demonstrated leadership ability
- Highly ethical

Nulinx International Inc. COPA

Human Resources Manager . May 2013 to October 2013

Responsibilities:

Provide active HR leadership and execution in critical business initiatives.

Manage frontline roundtable feedback process and other forms of upward feedback.

Partner with business leaders to plan and execute leadership development strategies.

Effectively present critical HR information to audiences at different levels.

Train leadership teams on leadership and trust-building skills.

Coach leaders on 360° feedback interpretation and follow-up.

Counsel/guide leaders through complex employee relations issues.

Investigate/address harassment complaints.

Administer internal appeals procedure.

Successfully develop and execute proactive union awareness/avoidance strategies.

Lead frontline and leadership staffing initiatives.

Ensure compliance with all applicable labor and employment laws; handle OFCCP audits or other inquiries from regulatory agencies, as needed.

Business Consulting Services

Training & Development Professional . September 2012 to current

Responsibilities included: meeting with clients to assess their training and development needs /gaps that potentially had an adverse impact on their bottom line performance. Once an assessment was made the client and I would prioritize the needed training and /or development based on key areas of the business (i.e. departments / divisions, etc.). The training / development areas were as follows: Building Highly Effective Teams (Team Building), Change Management, Sexual Harassment Awareness, Interpersonal /Interactive Skills, Safety Awareness – EH&S , Performance Management, Succession Planning, Conflict Resolution, Performance Improvement, Violence in the Workplace prevention, Effective Coaching and Counseling ,Effective Communication Skills and Leadership Development for new managers. If the client needed more specialized training or assessment (i.e. process improvement / workflow analysis that would also be address.

Xerox Corporation

Business Development Manager • 2004 to July 2012

Promoted continuously to areas of increased leadership and responsibility due to a track record of quickly assimilating and surpassing corporate goals. Leveraged Six Sigma Black Belt Certification, operations, financial, sales and HR experience to lead a team-centered effort with multiple departments to identify need and ensure client satisfaction.

Ensured customer accounts and service complied with corporate standards of excellence. Led a successful effort to boost referrals, renewals, upselling, cross-selling and account expansion. Documented exact cost savings and productivity improvements via before and after score cards. Reviewed company data to successfully increase client satisfaction/retention.

Key Accomplishments

- Saved \$2.5M in worker compensation costs in leading a Six Sigma Black Belt project to lean processes and select a better 3rd party vendor.
- Optimized processes, cut non-value steps, improved Process Cycle Time and reduced variation through DMAIC and effective project management.
- Worked with the Account Team to save costs, reduce waste and integrate operational efficiencies.
- Utilized a consultative sales approach to grow accounts as well as build new business opportunities.

- Troubleshoot operations, analyzing areas to improve and implementing proactive solutions.
- Collaborated with internal/external teams in upgrading workflow, HR, IT, SOPs and service delivery.

HUMAN RESOURCES Manager • 1997-2004

***Completed Human Resources Course (PHR) 2012**

Oversaw a total of 1400 exempt and non-exempt personnel from multiple departments including Finances, Sales and Administration. Learned quickly proprietary software such as EXPRO to track KPIs on a monthly, quarterly and year-end basis. Supervised Workers Compensation and Environmental Health & Safety initiatives.

Served as a key team member in identifying HR operational needs and cost saving opportunities including upgrading payroll systems and selection of a contract worker system that improved on-boarding processes such as background checks and project delegation/tracking. Tasked with maintaining compliance to state/federal HR requirements. I have delivered various key HR related trainings (e.g. Sexual Harrassment Awareness / Prevention, Performance Management, Ethics, Performance Improvement, Change Management, Conflict Resolution, etc.) Please see the attached listing for additional subject matter areas. Additionally, I handled the following core areas of HR: Employee Relations, Performance Management, Succession Planning, Policy, Conducted Investigations / Terminations, Training & Development, Employee / Customer Satisfaction, Coaching & Counseling, Benefits / Compensation, Recurting & Staffing, Interviewing, Communications concerning HR changes, Performance Improvement Process, Recognition Plans, Cross Functional Team sessions, Payroll Management, Objective Management (KPI's), Impelmentation of strategic programs, Procedures reviews, Expense Plan (P&L), Labor issues, and Workflow process improvements.

Accounts Operations Manager • 1990-1997

Responsible for planning, directing and coordinating the contracted operations of the account. Monitors daily operations to ensure contract requirements are met, keep abreast of major situations affecting service to the customer and ensure all aspects of customer satisfaction. Responsible for managing the budget and P&L for the assigned account(s). Generating (selling) revenue and seeking additional business opportunities.

Manage the assigned accounts to achieve required business results.

- Managing to the contract: SLAs and KPI's (Key Performance Indicators)
- Employee and Customer Satisfaction
- Customer retention
- Profitability of account

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EMPLOYMENT NARRATIVE CONTINUED...

Key Accomplishments

- Served as a vital team member in boosting revenue 15%.
- Rocketed employee retention to 97%.
- Realized a 60% improvement in employee satisfaction.
- Reduced staff absence 30%.
- Slashed worker compensation cost 20%.

EDUCATION

Master of Arts, Management National University, San Diego, CA
BA – Social Science University of California, Irvine, CA

PROFESSIONAL DEVELOPMENT

Six Sigma Black Belt

Multiple courses at Xerox focusing on Quality, Leadership and Organizational Development

ORGANIZATIONAL MEMBERSHIPS

Vice President and the Communications Chairperson, Los Angeles Black Employee Association, Inc.

Vice President of Palisades HOA, Riverside, CA.

President of Palisades HOA Architectural Committee, Riverside, CA.