

Charisse A. Wilson, MSM

Leadership | Strategic Planning | Change Champion

SENIOR HUMAN RESOURCES MANAGER

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DRIVING BUSINESS PARTNERSHIPS, TALENT ACQUISITION, PERFORMANCE & RETENTION

Offer fifteen plus years of expertise in driving organizational HR strategies and programs that transform the corporate culture, build a thriving workforce, ensure seamless leadership succession, and mitigate compliance risks. Strategic business partner in advising leaders at all levels on human resource matters. Excel in analyzing and investigating complex issues and formulating initiatives and action plans that resolve organizational challenges. Articulate negotiator in both union and non-union environments across multiple locations.

“Charisse is a leader among leaders and a value-added contributor.”

“She has an excellence sense of balance in her recommendations and decisions, is a trusted business partner, and is a joy to work with.”

Leadership ■ Strategic Planning ■ Change Management ■ Project Management ■ Employee Relations ■ Risk Mitigation ■ Recruitment ■ Talent Development & Retention ■ Succession Planning ■ Performance Management ■ Negotiation ■ Compensation & Incentives ■ Benefits Administration ■ Employee Morale ■ Discipline ■ Conflict Resolution ■ Culture Training, Coaching & Mentoring ■ Data Analysis ■ Process Improvement ■ Diversity & Inclusion ■ ADA ■ FMLA ■ EEOC ■ Policies & Procedures ■ Compliance ■ Worker’s Compensation ■ Labor Relations & Compliance/Audit Administration

PROFESSIONAL EXPERTISE

SENIOR HUMAN RESOURCES BUSINESS PARTNER ■ *Galen College of Nursing* – San Antonio, TX April 2018 – current
One of America’s largest accredited colleges of nursing, with five campuses across the United States.

Provide HR consultation and support to the San Antonio campus leadership team and staff. Campus responsibilities include: recruitment, staffing, onboarding, employee relations, benefits administration, training and organizational development, performance management, succession planning, diversity and inclusion and compliance.

HUMAN RESOURCES MANAGER ■ *The Cleveland Foundation (position eliminated)* – Cleveland, OH Aug 2016 – May 2017
America’s 4th-largest community foundation, with assets of \$1.62 billion and annual grants of around \$84M.

Led strategy and direction for human resources management. Administered benefits and payroll. Spearheaded recruitment, retention, talent management, talent development, and employee relations planning, initiatives, and execution. Acted as strategic partner to leadership and aligned HR strategies and projects with foundation business plan.

- **Saved \$7,800 by auditing benefits** and uncovering incorrect employee contributions, coverage types, and billing, as well as ineligible employees receiving benefits and lack of student status verification for dependents.
- **Drove HR efficiency and aligned salaries with job responsibilities** by creating job description database and restructuring salary grade and pay ranges, partnering with department leaders to review, update, and modify.

HUMAN RESOURCES DIRECTOR ■ *City of Cleveland Heights* – Cleveland Heights, OH Jan 2015 – Aug 2016
A Council-Manager form of government, combining leadership through elected council members and city manager.

As key member of leadership team, managed HR, Payroll, Risk Management, and Civil Service Administration, overseeing three staff. Served as strategic business partner for 600+ union/non-union, full/part-time, and seasonal employees. Consulted on HR matters to multiple public service departments. Coordinated with leadership to process labor contracts, negotiations, and grievances. Interpreted and enforced policies/procedures and ensured regulatory compliance. Managed employee relations, talent management, benefits/compensation administration, training and organizational development and performance management. Assisted with the implementation of a new Payroll and Timekeeping system.

- **Reduced payroll errors and complaints.** Audited payroll and overtime processing, as well as pay ranges and deductions; discovered incorrect overtime calculations; deployed new ADP payroll processing system.
- **Prevented budget overrun due to 21 employees intending to retire in one year with large payouts for unused paid time off (PTO).** Devised Vacation & Sick Buy-Back Program to disburse over 3 years; enacted Maximum Carryover policy.
- **Cut absenteeism 22%** by educating supervisors and employees on WC, FMLA, and LOA guidelines; established transitional and light-duty work programs for injured employees on WC.
- **Returned 62 of 79 employees on leave to work in 3 months; boosted productivity 19% in one department.** Audited programs; notified employee requiring LOA form updates or return to work; deployed Personal LOA policy.
- **Saved \$17K** by updating and renegotiating property and vehicle insurance plans.
- **Organized/managed examinations** for entry-level firefighters/civil service promotion for retired Chief of Police.
- **Maximized ACA reporting compliance.** Negotiated contract with healthcare reform reporting agency.

HUMAN RESOURCES DIRECTOR ■ Cleveland Sight Center – Cleveland, OH

2012 – 2015

Private agency providing various support services for blind and visually impaired individuals in the greater Cleveland area.

Governed HR administration, as member of executive leadership team. Developed and implemented HR approaches and best practices. Strategically controlled resources and developed, launched and maintained HR philosophies, best practices in accordance with agency mission and vision. Advised/guided management on HR issues. Led team of three members. Revised/created employment application, pre-employment testing process, new hire orientation program, employee handbook, corrective action and disciplinary procedures/forms, LOA forms, and performance evaluation process/forms.

- **Fostered culture of inclusion, leading mass hiring of individuals with life-limiting disabilities for new call center.** Created Strategic Workforce Plan; established partnerships with disability employment services and minority organizations.
- **Prevented negative exposure and saved \$50K+ in fees** by investigating and rectifying violations of Fair Labor Standards Act (FLSA) overtime payment for period within statute of limitations.
- **Increased employee morale; averted lawsuit under EEOC** in building remodel that excluded two departments. Headed employee relations to solicit concerns; advised leadership on unfair treatment; collaborated to renovate.
- **Eliminated need for external recruiting and delivered seamless transition in two executive leader roles.** Designed Succession Programs; identified high-potential candidates and steered two-year preparation strategy.
- **Successfully created and implemented a Business Continuity and Recovery Plan,** an emergency preparedness and response plan in case of an emergency or disaster.
- **Surged benefits enrollment up 18%** by orchestrating first Health & Wellness event. Oversaw benefit vendor contact/invitation. Included health/vision screening; 401K financial assistance; gym membership; yoga training.

HUMAN RESOURCES MANAGER – NORTH EAST OHIO DIVISION ■ Time Warner Cable – Cleveland, OH

2008 – 2012

Time Warner Cable was the 2nd largest cable company in the US by revenue prior to purchase by Charter Communications.

Managed HR function across three locations for Customer Care, Direct Sales, and IT for 650+ full/part-time employees, leading team of HR Specialists. As strategic business partner, advised on HR issues and influenced division-wide initiatives to strengthen teamwork, knowledge-sharing, and adoption of best practices. Successfully developed and implemented retention, succession planning and talent management programs. Represented company in legal hearings, investigated cases, and drafted position statements.

- **Orchestrated relocation of call center of 600+ employees,** hiring 175 personnel by one month prior to target date without reducing call center performance. Created and executed multi-faceted Workforce Strategic Plan.
- **Reduced employee turnover 15% for 2 consecutive years.** Analyzed data/trends and competitor pay/benefits; revamped Employee Exit Interview program; increased quarterly sales bonus; implemented CSR pay scale.
- **Strengthened consistency in employee corrective actions,** adding Corrective Action Performance Grid and approval by HR.
- **Cut unfair treatment complaints 39% over 2 years.** Enhanced discipline; revised division employee handbook.
- **Organized and led downsizing of 50+ division positions** and simplified the structure of various departments.

EARLY CAREER: HR Manager, Distribution ■ Jo-Ann Fabrics (2006 – 2008); HR Manager, NE Div. ■ Rexel USA (2002 – 2006)

HONORS & AWARDS

Diversity HR Professional of the Year (Runner Up) ■ *Cleveland SHRM (CSHRM) & ERC* 2013
Certificate of Special Congressional Recognition/Diverse Professional of the Year Award ■ *City of Cleveland* 2008

EDUCATION & PROFESSIONAL DEVELOPMENT

Senior Certified Professional (SHRM-SCP) ■ *Society for Human Resource Management (SHRM)* Expected Dec 2018
Masters of Science in Management, Business Mgmt./Human Resources ■ *Indiana Wesleyan University – Marion, IN*
Bachelor of Science, Business Mgmt. (Cum Laude) ■ *Indiana Wesleyan University – Marion, IN*
Professional Development: Executive Women Momentum Leadership Program, YWCA Greater Cleveland; Civic Leadership Institute Program, Cleveland Leadership Center; 40/40 Professional Club, Kaleidoscope Magazine

PROFESSIONAL ASSOCIATIONS & VOLUNTEERING

Member ■ *Society for Human Resource Management (SHRM)* | **Member** ■ *San Antonio SHRM Diversity and Inclusion*
Member and Co-Chair ■ *Cleveland SHRM Diversity and Inclusion* | **Volunteer** ■ *Junior Achievement of Greater Cleveland*
Board Member ■ *United Cerebral Palsy of Greater Cleveland*