

CHARLES R. JONES

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VICE PRESIDENT / SENIOR DIRECTOR OF HUMAN RESOURCES ORGANIZATIONAL LEADERSHIP | LEADERSHIP DEVELOPMENT | PERFORMANCE MANAGEMENT

Accomplished Director of Human Resources with over 20 years experience in improving organizational initiatives through the development of successful corporate policies. Solid background in directing cross-functional teams to promote the organizational mission. Support comprehensive, high performance human resources roles that incite business excellence. Charismatic leader with verifiable success in directing human resource processes to improve operational efficiencies that translate into multimillion dollar cost savings and increased revenue and productivity. Exemplary strategic vision and tactical implementation abilities to access and improve human resource programs and processes to retain superior talent and reduce turnover. Consistently evaluate and reengineer systems to improve quality standards resulting in bottom line results.



CORE COMPETENCIES

- Budget Management
- Strategic Thinking
- Planning and Analysis
- Solutions-Oriented
- Process Design/Optimization
- Recruitment and Retention
- Financial Management
- Contract Negotiation
- Staff and Policy Development
- Team Leadership
- Regulatory Compliance
- Benefits Management
- Efficiency Improvements
- Project Management
- Procedure Development

NOTABLE ACHIEVEMENTS

- Relocated a non-union academic research driven children's hospital to a new unionized location while retaining 98% of staff.
- Negotiated with unions to assure non-union staff would have instant seniority once they relocated.
- Developed a strategic plan to guide organizational and HR performance with measures and metrics to evaluate and track results.
- Implemented succession planning and development programs to assure transition in leadership and teams.
- Obtained funding to support the development of key staff.
- Created and implemented unique compensation and bonus plans to provide incentive and encourage individuals to achieve organizational objectives and increase productivity.
- Spearheaded automation projects to improve efficiencies, saving time and money by eliminating paper processes.

PROFESSIONAL EXPERIENCE

MINNESOTA INTERNATIONAL MEDICINE, Minneapolis, MN

Acting Director, Human Resources

October 2012 - Present

A consortium of hospitals and physicians bringing together people, technology and facilities to provide international patients with exceptionally high-quality care in a friendly, comfortable environment.

- Provide leadership, direction and consulting services to the CEO including strategic HR planning.
- Develop and implement effective compensation programs to retain and encourage staff to achieve strategic initiatives.

- Establish programs to cultivate a working environment where career objectives and individual goals can be achieved.
- Identify HR measures and metrics that track organizational progress towards achieving nomination for the Malcolm Baldrige Award for the healthcare industry.
- Assure federal and local compliance with executive orders and laws and organizational policies and procedures.
- Collaborate with senior leaders to improve the delivery of HR services and move away from transaction driven focuses to establishing partnerships with key executives.
- Restructured and developed an organization to establish key decision makers, alleviating all decisions from having to go through the CEO and saving time.
- Created a delegation of authority that increased productivity, identifying a clear organizational structure and communicating decision-making authority and accountability at all levels.

WELLMARK, INCORPORATED/BLUE CROSS BLUE SHIELD OF IOWA AND SOUTH DAKOTA, Des Moines, IA*Assistant Vice President, Human Resources / Director, Compensation and Benefits*

1998 – 2012

A \$1.9B non-profit health improvement company with 2800 employees.

- Managed, coached and directed the strategic planning, implementation and administration of HR including compensation, benefits and Human Resource Information Systems.
- Created incentive based performance management programs including cash and non-cash recognition awards plans for teams and individuals.
- Developed creative market driven compensation programs, structures and performance measurement systems.
- Designed innovative benefit programs including 401K, pension plans, and Executive SERP's.
- Administered HRIS databases that provided feedback on strategic and tactical company goals.

MICHIGAN CONSOLIDATED GAS COMPANY, Detroit, MI*Director, Compensation and Benefits*

1997 – 1998

Regulated \$2.3B public utility company and subsidiary of MCN.

- Directed and enhanced competitive compensation and benefit programs for all levels including senior executives.
- Developed incentives and bonus compensation programs and managed pension plans.
- Created and executed additional benefit programs and managed the direction of pension plans.
- Managed a benefit budget in excess of \$40M and oversaw entire HR organization.

MICHIGAN HEALTHCARE CORPORATION, Detroit, MI*Director, Human Resources*

1996 – 1997

A 240-bed medical and surgery hospital with 2000 full time employees and 26 specialty clinics.

- Managed staff in the creation and development of innovative programs and policies aimed at meeting and exceeding organizational goals.
- Restructured and performed right-sizing and downsizing to meet market demands and gain organizational efficiencies.
- Designed and implemented strategic and tactical plans to increase productivity.
- Developed quantitative tools and automated reports to evaluate and report progress against goals.

EDUCATION**Loyola University of Chicago, Chicago, IL**

- **Master of Science in Industrial Relations, Major in Labor Relations**

Grambling State University, Grambling, LA

- **Bachelor of Science in Social Science – Deans List**