

SUSAN D. WORD, SHRM-SCP, SPHR

PROFILE

Performance driven business partner and **Human Resources Executive** who achieves positive business results through strong operational insight. Key executive leader with broad HR expertise in planning, initiating, leading, implementing and evaluating human capital initiatives. Skilled managing a fast-paced, high performance organizations. Collaborative manager who focuses on strategic initiatives that enhance organizational success. Effectively establishes internal and external relationships.

CORE COMPETENCIES

- Strategic Initiatives
- Talent Management
- Employee Engagement
- Organizational development
- Workforce Planning
- Change Management
- Ethical values
- Executive Communications
- Leadership coaching
- Training & development
- Talent Acquisition/Recruiting
- Compliance
- HR Policy Development
- HRIS
- HR Analytics
- Multistate management
- International HR
- Critical Thinker
- Technically savvy
- Business acumen

PROFESSIONAL ACCOMPLISHMENTS

Human Resources Management

- Collaborated with the C-suite as a member of the executive leadership team on initiatives including **leadership development, organizational development, and culture development**.
- Established and translated strategic plans into results-oriented human resources strategy with clear vision; **implemented strategic initiatives** aligning **HR strategic plan** with organization's mission, vision, values, & business plan. Monitored HR and business unit progress..
- Promoted healthy culture of diversity & inclusion to influence **employee engagement, performance management, and retention**; provide additional focus on employee relations and communications.
- **Led talent acquisition** efforts focused on **attracting a diverse talent pool** and developing the brand as **"Employer of Choice"** by promoting the EVP including fair and competitive compensation and benefits plans.
- Assisted and consulted with business unit leaders and managers on **workforce planning, succession planning, and organizational structure**; provided leadership during **change management initiatives** by clearly communicating direction and delivering honest feedback resulting in greater employee satisfaction.
- **Reduced turnover by 50%** in critical functional areas by assessing processes; **improving candidate selection, enriching work environments**, and providing targeted essential skills development.
- Drove consistency by developing and implementing **market-competitive compensation structures** that aided in recruiting and retaining a skilled workforce during rapid organizational growth.
- **Established strong relationships** with external partners including PEO, benefits providers, and other vendors.
- Developed and managed the **annual budget** ensuring support of operations, plans, and business goals; led successful **HR teams, mentoring, developing and guiding direct reports**; not afraid to roll up my sleeves.
- Ensured HR compliance with US employment laws and regulations; executed programs following **ethical & legal guidelines** in multi-site, multi-state and multi-country operations.

Training / Organizational Development

- Reduced annual training and development costs by 30% while increasing availability by implementing a **learning management system (LMS)** and developed internal curriculum.

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- Developed **learning & development programs** that advanced **leadership and management skills** throughout the organization.
- Established **succession planning** initiatives that identified competency, knowledge and talent gaps; developed talent management programs to prepare high potential employees for key-contributor roles and responsibilities.
- Created employee **onboarding program** focused on: mission, values, and culture with insight into alignment of performance expectations resulting in higher job satisfaction and organizational commitment.
- Developed an **innovative training program** increasing individual skills reducing operational backlog by 30%.

Business Operations Management

- Established and led manufacturing, production, inventory, shipping & receiving departments through business transformation and 134% growth in 18 months.
- **Increased productivity and increased quality by 20%** by developing repeatable processes and training guides through cross functional collaboration.
- Awarded **ISO 9002** certification within seven months of start-up operations by creating and documenting workflows and procedures, creating training methods, and focusing on quality.
- Led cohesive, performance driven teams; communicated expected standards of performance and encouraged **innovative approaches** and **demonstrating appreciation**.

PREVIOUS EXPERIENCE

President/HR Consultant, forWord Connections, Austin, TX	2014 – Present
Director of People 1 st , Invenio Solutions, Austin, TX	2016 – 2018
Director of Human Resources, Hospitalists Now, Inc., Austin, TX	2014 – 2014
Sr. Human Resources Business Partner, Lower Colorado River Authority, Austin, TX	2011 – 2014
Human Resources Director, City of Pflugerville, Pflugerville, TX	2001 – 2011

MILITARY SERVICE

U. S. Army, Captain; Helicopter Pilot (UH-60 Blackhawk/UH-1H Huey), Maintenance Test Pilot, Aviation Maintenance Management, Logistics Management

EDUCATION / CERTIFICATIONS

Master of Arts, Human Resources Development Leadership

University of Texas at Austin, Austin, TX

Bachelor of Science, Biology

Jacksonville State University, Jacksonville, AL

Senior Professional in Human Resources Certification (SPHR)

SHRM Senior Certified Professional (SHRM-SCP)

PUBLIC SPEAKING/PRESENTATIONS

Business presentations to executive leadership team, Boards of Directors, and across all levels of the organization. Requested presenter on strategic human capital management topics at conferences and professional associations.