SUSANN CAPUTO, MBA, MBA HRM SHRM MEMBER

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HOSPITAL COURIERS CORP., Centennial, CO VICE PRESIDENT OF HUMAN RESOURCES

Feb. 2017-Sept.2019

Nov. 2015-Feb.2017

- Served as key member for the field leadership team and HR Leader to corporate headquarters with dual reporting to the CFO and COO.
- Managed a team of 20 HR professionals and general managers to cultivate a unified, values-based culture and brand.
- Recruited, trained, supervised and evaluated division and corporate staff.
- Lead HR function in 2017 for Northeast company expansion.
- Orchestrated daily HR functions supporting 800 employees with HR administrators.
- Evaluated company culture and provided recommendations on changes to accomplish company goals and objectives.
- Travelled to all regional offices with senior leadership to connect with employees to develop a desirable place to work based on positive employee engagement survey results.
- Lead the reduction in cost for the hiring process which created a significant savings (50%) to improve the quality of hiring for the company.
- Lead the design and development of best in class hourly hiring practice that increased the speed of hire from one week to two days from application to onboarding.
- Devised staffing and human resources practices that allowed for lower turnover and higher retention for the Company.
- Completed a total overhaul of the performance management system which was received with overwhelming support on all levels.
- Coordinated and worked with senior management to improve equal opportunity programs in order to achieve diversity and inclusion goals for the Company.
- Developed company training and organizational development planning to meet the needs and goals of the company and its employees.
- Oversaw compensation programs to ensure regulatory compliance, accurate classification and competitive salary levels.
- Directed a strategic review of Company benefits offering resulting in a change in administrators and providing a more attractive wellness program for the Company as a whole.
- Evaluated procedures and technology solutions to improve human resources data management.
- Recommended and maintained an organizational structure and staffing levels to accomplish company goals and objectives for 19 divisional locations across the US.
- Evaluated and recommended human resource outsourcing opportunities and identified potential vendors.
- Established and implemented short and long-range departmental goals, objectives, policies, and operating procedures.

THE LARAMAR GROUP, Denver, CO HUMAN RESOURCES MANAGER

- Advised Area Vice Presidents, Regional Managers and Community Managers regarding employee relations and personnel issues to help ensure adherence to company policies/procedures (1,300 corporate and field employees).
- Administered all employee benefits while working with BOR, employee leaves, including FMLA, STD, LTD, and CFRA.

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• Managed compliance training initiatives, supervisory training and identified training needs by developing content to deliver the training via webinar to the field employees.

- Directed and oversaw the recruiting process for all Corporate and Field positions.
- Updated job knowledge by participating in conferences and educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Administered performance review program to ensure compliance and equity within the organization.

ERIC JAVITS, INC., Long Island City, NY DIRECTOR OF HUMAN RESOURCES

Oct. 2013 to Sept.2015

- Effectively planned, designed, developed and evaluated human resource-related initiatives that supported
 organizational strategic goals,
- Lead performance management, talent assessment and effective labor relationships.
- Directed the development and implementation of organizational development programs; employee orientation and training programs; benefit plans; policies and guidelines; database management procedures; equal opportunity employment programs; and employee records and documentation policies.
- Evaluated effectiveness through compiling and analyzing data to prepare and distribute various reports on HR metrics to ensure needs are met.
- Maintained knowledge of industry trends and employment laws to ensure Company compliance.
- Administered salary administration program to ensure compliance and equity within the organization.
- Assisted with the preparation of the budget for the Human Resources Department.
- Advised management on appropriate resolution of employee relation issues.
- Managed complete staffing lifecycle from sourcing and recruiting to interviews and selection; advising departments on selection criteria, and testing.
- Administered company's HRIS system, creating and implementing HR department training curriculum,
- Administered medical, short-term disability and long-term disability plans; and providing payroll and insurance carriers employee data.

RIMES TECHNOLOGIES CORPORATION, New York, NY HUMAN RESOURCES MANAGER

Sept. 2006 to Sept. 2013

- Managed complete staffing lifecycle from sourcing and recruiting to interviews and selection; advised departments on selection criteria, and testing.
- Maintained human resource website with postings and job description, monitored opening and closing dates for each position, co-authored employee handbook.
- Co-designed and administered company's first HRIS system using ADP WorkforceNow. Created and implemented HR department training curriculum,
- Coordinated annual open enrollment and provided payroll and insurance carriers employee data.
- Conducted orientation and benefits meetings and administered all benefit programs; oversaw FMLA, COBRA, workman's compensation and unemployment.
- Established HR function in Shanghai, China.
- Assisted in the administration of the classification and compensation plan; classified positions and conducted salary surveys.
- Engaged immigration attorneys for assistance with visa sponsorship for new and current employees.

FARMINGDALE STATE COLLEGE, Farmingdale, NY **ADJUNCT PROFESSOR**

Aug. 2005 - Sept. 2006

• Introduction to Business, Integrated Human Resource Management, Business Government & Society, Public Relations and Just-In-Time Inventory Management (Statistics).

FIVE TOWNS COLLEGE, Dix Hills, NY ADJUNCT PROFESSOR

Aug. 2005 to Sept. 2006

• Business Organization and Management, and Principles of Management.