

### **SUMMARY OF QUALIFICATIONS**

20+ years experience in customer/client/guest relations  
20+ years of management/supervisory, employee relations and training experience  
Solid human resources background and education  
Experience in large and small corporations and new business start up  
Creative troubleshooter and problem solver  
Communication skills and acuity to effectively work with all employees

### **EXPERIENCE**

**Account Executive, Employee Benefits Specialist** Minneapolis, MN  
*Colonial Life & Accident Insurance* 2005 - Present

- ✧ Explain and enroll core employee benefits offered by employers to their employees, including medical, dental, HSA, FSA, vision coverage and supplemental benefit options. Accounts include, non-profits, manufacturing, co-ops/grocery, medical & veterinary, legal, etc.
- ✧ Conduct group meetings and answer questions related to employee benefits.
- ✧ Partner with business leaders to offer supplemental benefits and full benefit communication to their employees, freeing up time and energy of HR/payroll professionals.

**Owner** Prior Lake, MN  
*Guided by Nature, Inc.* 2001- Present  
*DBA Pure Spirit – Animal Communication, Training & Behavior Solutions*

- ✧ Designed a successful business plan for an animal communication and dog training business with the focus of helping people and their animal companions understand each other, thereby enhancing the relationship within the family unit.
- ✧ Utilize behavior expertise and mediation tactics to bring animals and their people into harmony through private consultations and group classes.
- ✧ Create and review job descriptions, employment policies, code of ethics and pricing structure to ensure consistency of service and profitability.
- ✧ Develop and implement effective marketing strategy, including partnerships with related businesses, educational workshops, direct marketing, trade shows, networking, print advertising, rebates, website, marketing collateral, logo/name recognition and speaking engagements.

**Director of Human Resources** Minneapolis, MN  
*Miller Meester Advertising* 1998-2002

- ✧ Responsible for human resources influence in privately held advertising agency including recruitment, policy development, employee relations, training, compensation, payroll and benefits administration and some accounting functions.
- ✧ Counseled owner and executive staff on employee relations/job satisfaction. Offered suggestions for motivation, support and continued training.
- ✧ Instituted HRIS and comprehensive employee benefits program, including medical insurance, cafeteria plan, vacation and 401(k).

**Director of Human Resources, Miller Meeter Advertising (Cont.)**

- ✧ Promoted agency through job fairs, trade shows and university partnerships to recruit the brightest new talent.
- ✧ Reduced staff due to client loss and downturn in the US economy. Lay-off directly affected 60% of the staff in 3 waves. Supported terminated employees with networking, benefits information and a friendly ear while continuing to give hope to remaining employees.

**Human Resources Manager**

Burnsville, MN

*The Connection*

1996-1998

- ✧ Managed to budget all aspects of human resources in rapid growth company including recruitment, policy development, employee/public relations, training, compensation, payroll and benefits administration.
- ✧ Advised owner and executive staff on employee relations, company direction and client support. Offer operational ideas for business strategy to cultivate the organization while augmenting growth, productivity and employee satisfaction.
- ✧ Responsible for all aspects of the human side of business in opening two remote call center facilities including hiring and training front-line staff and management team, public relations and the establishments of benefits.
- ✧ Recruiting activity accelerated staff growth 400+% in 2 years for a total of 550+ employees.
- ✧ Retention improved 7.5% through enriched recruiting and interviewing techniques and effective training. Introduction of fair, ethical policies and quality monitoring with consistent, timely feedback contributed to employee understanding and job satisfaction.

**Human Resources Generalist**

Bloomington, MN

*Lifetouch Portrait Studios (District Manager from 1990-1994)*

1994-1996

- ✧ Provided support to remote site and home office locations through development and implementation of policies, procedures and incentive programs. (2000-4000 employees in 25 states, Puerto Rico & Mexico)
- ✧ Positively communicated changes/enhancements to front-line personnel through the 'buy-in' of supervisors and management staff.
- ✧ Researched and responded to EEOC/DFEH, unemployment and workers' compensation claims. Participate in hearings when necessary; proactively avoid litigation through fair treatment, education, documentation and timely investigation of discrimination/harassment complaints.
- ✧ Investigated theft allegations, obtained confessions with restitution and/or commenced legal action.

**PROFESSIONAL TRAINING AND EDUCATION**

Insurance Producer License – Minneapolis, MN Accident/Health & Life	2005
Employee Benefits Institute of America – Seattle, WA Comprehensive Seminars: 401(k), Cafeteria Plans, ERISA, HIPAA, COBRA	1998
Annual Upper Midwest Employment Law Institute – St. Paul, MN Minnesota State Bar Association Continuing Legal Education Annual Seminars	1995-98, 2000-01
Cardinal Stritch University – Edina, MN MBA coursework completed, April 1997	1997
Northern Arizona University – Flagstaff, AZ Bachelor of Science degree in Psychology, Minor in Advertising	1992