

JENNIFER THIEDE

2934 262nd Street

DeWitt, Iowa

(563) 357-9029

HUMAN RESOURCES PROFESSIONAL

Hands on Human Resources Professional with comprehensive human resources experience including recruitment and retention, conflict resolution, change management, labor relations and benefits administration. Proven experience collaborating with senior management to conduct organizational wide strategic planning in order to support and further the organizational goals. Demonstrative experience initiating cost containment strategies resulting in significant savings. Proven skills in labor and employment law including compliant investigation to thwart legal issues. Strong communications, interpersonal relations, mentoring, negotiation and mediation skills.

CORE SKILLS

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|---------------------------|------------------------------|
| ✓ Business Acumen | ✓ Organizational Development |
| ✓ Performance Management | ✓ Recruiting & Retention |
| ✓ Employee Investigations | ✓ Leadership |
| ✓ Training & Development | ✓ Employee Mentoring |
| ✓ HR Compliance | ✓ Employee Relations |
| ✓ Employee Engagement | ✓ Employee Training |
| ✓ Employment Law | ✓ Conflict Resolution |
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PROFESSIONAL EXPERIENCE

PER MAR SECURITY SERVICES
Director of Human Resources

July 9, 2018 - Present

Direct, supervise and oversee all activities and employees in the Human Resources Department at the Corporate Office of Per Mar Security Services. Responsible for developing, implementing, coordinating, and directing policies and programs covering Employment Law, Talent Management & Acquisition, Employee Relations, Salary Administration, Benefits Administration, Safety, Wellness and HR Operations for Per Mar Security Services. Compose, interpret and enforce compliance of HR company policies and procedures for all of Per Mar Security Services. Areas of accomplishment include:

- **Resources Planning & Recruitment:** Identified and implemented a new Applicant Tracking System (ATS) that lead to improved recruiting efforts for multiple locations across the company. Implemented recruiting metrics using reporting from the ATS that detailed the results of time to hire, time to fill, and qualified candidates per requisition.
- **Employee Recognition:** Created and implemented a security officer “Rock Star” recognition program throughout the company. Security officers were presented the recognition gifts and interviewed by Human Resources. In an effort to further recognize the security officers their interview was featured on the company website. A total of 25 security officers were recognized using this program.
- **Employee Handbook:** Wrote and implemented a Security Officer handbook, resulting in improved new employee onboarding process and better communication for established employees concerning benefits, time off policies, and expectations.
- **Company and HR Policies:** Reviewed, updated, rewrote and communicated companywide policies on various topics including attendance policy, anti-harassment and discrimination, electronic communications policy, and code of conduct. Reduced policy count by 50%.
- **Employee Investigations:** Implemented and administered new investigation process of sexual and other unlawful harassment claims. Conducted investigations to ensure validity of complaint and understand opportunities for corrective action. Upon completion, presenting results to managers and suggesting disciplinary action.

AQUENT, LLC
Division Operations Manager

October 30, 2000 –July 8, 2018

Responsible for overall operations management and all Human Resource functions, including: strategic planning, organizational development, staffing, training, benefits administration, employee relations, management development, and performance management. Areas of accomplishment include:

- **Resources Planning & Recruitment:** Identified and implemented numerous ideas to streamline the recruiting process including establishing employment branding, training of recruiters, identifying new processes and procedures, selecting, developing and implementing an application tracking system, and creating systems to improve communications between hiring managers and recruiters. The implemented changes made to the recruiting process resulted in a 48% increase in hires.
- **Employee Onboarding:** Created and implemented an employee onboarding system that included a six month follow up period and taught employees about their new role, the company, and division policies. The onboarding process also included quarterly new employee luncheons for one year. These luncheons and the entire onboarding process demonstrated the organization’s commitment to employee success, created higher employee satisfaction, and resulted in lower turnover. Creating an effective onboarding process directly improved employee satisfaction by establishing better relationships and providing support to help reduce unwanted turnover. Historically, the turnover rate was <1%.
- **Performance Management:** Created and implemented new annual performance management processes including training of employees and managers on appraisal system and goals, managing the identified action plans for top talent and low performers, and ensuring complete documentation and follow through. The implementation of the Performance Management system improved communications in the organization as evidenced by performance evaluation documentation and an increase in employee’s satisfaction with the process and the feedback received. Overall employee satisfaction rate rose to 75%.
- **Leadership Development:** Developed “New Manager” training program for all front-line supervisors with less than 18 months’ tenure to include the fundamental skills required to shift from individual contributor to well-respected manager; i.e. motivation, delegation, coaching, communication, performance management and leadership. Arranged additional leadership training for the top 16 managers of organization with the intention of continuing this training throughout the organization. Under my leadership at Aquent, four training programs were created including New Manager, Servant Leadership, Communication and Performance Management. On average, 10 people attend the training each year.

COMMONWEALTH EDISON

Licensing Coordinator	1997 – 2000
Office Supervisor	1994 – 1997
Assistant Office Supervisor	1991 – 1994
General Clerk/Work Processing Typist	1987 – 1991

EDUCATION

Masters of Organizational Management, Human Resources Emphasis, Ashford University, Clinton, Iowa

Bachelors of Organizational Management, Ashford University, Clinton, Iowa

PROFESSIONAL AFFILIATIONS

Society for Human Resource Management – Local Chapter