

# HEATHER ROSE, PHR

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8 years progressive experience in Human Resource Management including recruiting, management and development, designing new policies and procedures, employee relations and retention, training, and benefit administration.

**EMPLOYEE RELATIONS • RECRUITING • POLICY DEVELOPMENT • BENEFITS  
ADMINISTRATION**

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## SUMMARY OF QUALIFICATIONS

- A Human Resources Leader with management, training, employee relations, counseling, and benefits experience in a progressively dynamic and challenging environment within the advertising and printing industries
  - Expert in staff training, development, and performance management to meet operating and financial goals with extensive experience in workforce diversity, team building, and group leadership.
  - In-depth knowledge of employment laws including EEO, OSHA, COBRA, FMLA, ERISA, ADA, and FLSA.
  - A hands-on motivational manager who seeks the best in individuals by teaching, involving and rewarding the 'person' resulting in superior team development and company growth.
  - Member, Society of Human Resources Management, February 2002 – Present.
  - Proficient in Microsoft Word, Excel, PowerPoint, and Outlook with strong working knowledge of various printers and copiers.
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## PROFESSIONAL EXPERIENCE

ZIMMERMAN & PARTNERS HOLDING COMPANY

MAY 2000-JULY 2008

**MANAGER OF HUMAN RESOURCES & INTERNAL OPS**

February 2005 – July 2008

BEACON INDUSTRIES WORLDWIDE

Fort Lauderdale, FL

*A division of The Zimmerman & Partners Holding Group, providing marketing and administration of ancillary automotive insurance products serving insured, lien holders, dealerships, agents, and underwriters.*

- Manage all Human Resources activities for 39 full time employees responsible for policies and procedures, recruiting, employee performance appraisals, benefits, workers compensation, payroll, and all salary and payroll expense forecasts.
- Accountable for all facilities management, office management, procurement, and management of the Call Center, Data Processing, Information Technology, and overall work production.
- Work closely with the CEO and all Senior Level Management entrusted with confidential information, strategically strategizing benefits, employment, employee appreciation programs, and performance reviews.
- Prepare all appropriate documents and approvals maintaining complete Sarbanes Oxley, SOX, compliance.
- Researched and negotiated less expensive kitchen/break room supplies and established an office supply ordering process eliminating over ordering resulting in much better control and 24% decrease in expenses.
- Initiated an "Associate of the Month" luncheon providing lunch, training and an award to an associate who demonstrates outstanding customer service, work flow, etc.
- Collaborated with the Executive Management Team developing and implementing new workflow procedures significantly easing day-to-day operations alleviating employee frustrations, and reducing payroll by \$55K per month.
- Provide ongoing training to associates on an as needed basis.
- Significantly improved employee morale reducing turnover by 13% through the implementation of the above outlined initiatives.
- Responsible for evaluating current and proposed systems and procedures and determining and implementing changes as necessary.
- Liaison between all departments ensuring overall business flow is being conducted accurately, efficiently and flowing policies and procedures.
- Assist President/CEO in the formulation of strategy and decision making: ensure decisions are carried out properly.

**HUMAN RESOURCES**

ZIMMERMAN & PARTNERS ADVERTISING, INC.

August 2004 – February 2005  
Fort Lauderdale, FL

*A retail advertising organization part of Omnicom Group Company, currently the 15<sup>th</sup> largest advertising agency in the U.S., with more than 1,000 fulltime associates and offices throughout the country.*

- Managed all office operations including recruiting, payroll, facilities, procurement, benefits and cobra, and the internship program.
- Successfully managed payroll for over 600 full and part time regular employees utilizing ADP.
- Hired temporarily to be the company recruiter then filled in for the Payroll Administrator on maternity and eventually promoted to the Office Manager position until transferred to Beacon Industries.

**ASSOCIATE DIRECTOR OF HUMAN RESOURCES**

ZIMMERMAN & PARTNERS ADVERTISING, INC.

May 2000 – August 2002  
Fort Lauderdale, FL

*A retail advertising agency with over 300 employees.*

- Responsible for recruiting for 10 regional offices including the headquarters, employee relations, employee orientation, cobra and workers compensation, travel, office and facilities management, and procurement with 3 direct reports.
- Coordinated and executed the office remodeling managing the decorating and physical movement of all offices within a 1 month timeframe.
- Researched, created and executed a formal Internship Program, hiring 20 Interns for each program, rotating in positions throughout the company including Monday Morning housekeeping meetings with a presentation from one of the departmental Executives.
- Successfully audited all employee files and redesigned the filing system ensuring federal compliance.
- Liaison between management and employees handling questions, interpreting and administering contracts and resolving work-related problems.
- Originally hired as and HR Assistant and was quickly promoted based on exceptional work ethic and performance.

**MANAGER OF HUMAN RESOURCES**  
THE JKG GROUP, INC.

August 2002 – March 2003  
Boca Raton, FL

*A full service printing company beginning to expand into advertising in 2002 with a total of 150 employees.*

- Recruited to separate the HR functions from the accounting department creating all policies and procedures accountable for safety, benefits, recruiting, and employee relations.
- Effectively campaigned to the CEO the need to implement and enforce new HR policies ensuring compliance with government laws and regulations.
- Redesigned the 8-year-old employee handbook creating new policies and procedures inline with new and reformed employment and management laws, company policies and benefits eliminating significant liabilities.
- Initiated and developed an OSHA safety handbook, as well as, cleaning company work areas ensuring all OSHA compliance.
- Created and communicated an “open door” policy to all employees generating a strong employee relation’s environment.

**OFFICE MANAGER**  
PEST AWAY, INC.

January 1997 – May 2000  
Boca Raton, FL

*A small family owned pest control company with 11 employees.*

- Managed all day-to-day operations including customer relations, marketing, sales, purchasing, AP/AR, payroll, recruiting, and employee scheduling and relations.
- Successfully implemented and maintained two vehicle and inventory software programs tracking costs generating more effective management of vehicle and inventory costs and controls.
- Successfully performed this position while attending school.

## EDUCATION AND TRAINING

**BS, INTERNATIONAL BUSINESS AND MARKETING**  
FLORIDA ATLANTIC UNIVERSITY

1999  
Boca Raton, FL

### TRAINING

- Human Resource Audits, 2002, Employment Toolbox, 2001, and a Two-day workshop for Personnel and HR Assistants, 2000.
- Leadership Series – How to Grow, How to Manage, and How to Lead, 2001 – 2002.