

Ann Marie Hoffmaster, SPHR, CCP

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Professional Summary

Results-oriented certified (SPHR, CCP) Human Resources Generalist with strong customer focus and experiences including:

- Broad HR capabilities supporting diverse functions and industries in USA, Asia and Europe.
- Extensive experience in compensation including application in business HR roles.
- Adept at effectively balancing both employee and business needs.
- Development and deployment of policies, procedures, and processes.
- Solid planning and organizational skills; ability to balance multiple priorities in fast-paced environment
- Proven track record of successful employee coaching and development.

Professional Experience

Corning Incorporated, Corning, NY

1997-2009

World leader in specialty glass and ceramics

Human Resources Manager, Erwin Complex – Environmental Technologies

2008-2009

- Supported 700 employees, 400 represented by the United Steelworkers, with staff of three.
- Redesigned procedures and guidelines for plant spot cash incentive programs increasing employee appreciation and management consistency which led to an increase in usage by 50%.
- Led a team of management and union leadership in re-evaluation and redesign of plant jobs which improved management flexibility in staffing with a projected cost savings of \$50K.
- Provided HR consultation and leadership during consolidation of two plant organizations into one which included significant layoff planning, negotiations with union, and overall change management which resulted in an unprecedented absence of grievances.

Project Manager, Global HR Service Delivery – Corporate Human Resources

2007

- Led major corporate effort that explored global service delivery options with a leading vendor for HR administrative functions.
- Researched and led team in developing business case and final recommendation that Senior HR Leadership not pursue outsourcing at that time saving the company \$13MM.

Human Resources Manager, USA – Display Technologies

2001-2006

- Supported division headquartered in Tokyo, Japan. Directly focused on US operations and worldwide manufacturing including USA (unionized facility) , Japan, Taiwan, China & Korea.
- Designed and established processes for worldwide compensation programs leading to better process control and employee/manager understanding. Process benchmarked by other divisions.
- Increased efficiencies in succession planning and performance management systems which ensured a renewed focus and better tracking and accountability of results by leadership.

- Coached and developed managers and HR colleagues during rapid growth period which doubled the employee base and number of plants worldwide.
- Partnered with corporate HR centers to support growth and implement programs.

Human Resources Consultant – Manufacturing, Technology & Engineering **1999-2000**

- Supported 500 employee corporate engineering function in multiple locations.
- Designed and led supervisory development program including training and regular discussion group meetings as a direct response to employee feedback.
- Provided HR support for restructuring activity within own unit and assisted with activity in other units.
- Led major corporate initiative of banding and upgrading of compensation programs and structure for business sector.

Recruiting Consultant – Corporate Human Resources **1997-1998**

- Managed full cycle recruiting process for assigned client groups averaging 50 openings which included candidate sourcing, screening and interviewing, generating and negotiating offers, and on-boarding.
- Revitalized corporate recruiting processes and tools (marketing initiatives, intern programs) which increased the quality of candidates to support exponential growth in hiring.

International Distillers & Vintners (now Diageo), Hartford, CT **1991-1996**

Largest Wine and Spirits company in the world; part of former Grand Metropolitan group

Human Resources Manager – Spirits Division **1995-1996**

- Supported 500 employee Sales and Marketing Organization
- Managed employee benefit and salary administration, supervisory counseling, legal issues, division reorganizations, employee relations and sales hiring programs.

Senior Compensation Analyst – Corporate Human Resources **1991-1994**

- Responsible for USA-based compensation programs
- Managed expatriate program, compensation programs, sales and executive incentive programs, stock option and purchase programs.

Education and Professional Credentials

Education

Cornell University, Ithaca, NY

Masters degree in Industrial and Labor Relations (MILR)

The University of Connecticut, Storrs, CT

Bachelor of Arts degree in Psychology, cum laude

Skills & Certifications

- Senior Professional Human Resources (SPHR) – HR Certification Institute (SHRM), Current
- Certified Compensation Profession (CCP) – World at Work, Current
- Six Sigma Green Belt, training completed, 2008
- Certified Myers Briggs Administrator, 2004
- Microsoft Office, PeopleSoft