

# **GINA MALLORY, PHR**

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## **PROFILE**

A dedicated human resources professional who demonstrates a high level of detail, organizational, and customer/interpersonal service skills. Ability to work independently in managing multiple projects and display strong problem solving and facilitation skills.

Recruitment and Retention	Health & Welfare Plans
Defined Contribution and DB Plans	Employment Law compliance
Workers Compensation	Training & Development
Employee and Labor Relations	Strategic Planning

## **SUMMARY OF ACCOMPLISHMENTS**

- Collaborated with union representatives to establish a well-defined contract and benefit program.
- Implemented an applicant tracking system to assist in talent acquisition and reporting.
- Created loss control task force and return to work program to ensure safety compliance which resulted in decreased staff injuries and a reduction of loss time claims.
- Implemented career development on-line training program to include curriculum and reporting profiles; increased training participation by 99%.
- Generated new employee recognition programs and planned company sponsored events to improve employee morale.

## **PROFESSIONAL EXPERIENCE**

### **Recruitment and Staffing**

- Managed all aspects of the hiring function including recruitment, screening, interviewing, and on-boarding; attended job fairs to attract qualified candidates. Developed recruitment strategies for identifying high quality candidates for selection; assuring that staffing actions are in accordance with established policies.
- Developed and implemented a comprehensive applicant tracking system capable of tracking over 500 applicants per year.
- Designed brochures to market company and attract applicants.
- Conducted exit interviews with employees leaving the company; produced reports for management identifying trends.
- Planned, administered, and coordinated compensation programs and related performance management systems in accordance with regulatory requirements.
- Assisted with the coordination of performance management and salary planning process to include development of salary plans and preparing and reviewing documentation for salary and promotion adjustments.

### **Employee/Labor Relations**

- Consulted with management and union representatives on employee relations issues, conducted investigations, and attended unemployment hearings.
- Counseled employees on performance issues and human resource policy and procedures; resolved conflicts between staff and supervisors. Responsible for resolving HR issues and providing customer service in the areas of staffing, performance management, and salary.

- Organized company sponsored events for employees: worked with external and internal vendors to provide services; prepared communication materials
- Provided interpretation and counsel on the company's policies and procedures.
- Created employee recognition programs and planned company sponsored events to improve employee morale.
- Created new employee handbook to include most recent employment law regulations.

### **Benefits and Pension Administration**

- Managed benefit programs including medical, dental, vision, life, disability, FMLA administration, and employee assistance programs.
- Processed enrollments, renewals, cost analysis and financial reports and budget projections, oversaw the performance of insurers relative to benefit design, service and costs.
- Coordinated and administered company's defined contribution plans to include audits, compliance notifications, and enrollment.
- Counseled employees on retirement, pension calculations, and acting as liaison for existing retirees.
- Coordinated preventive health care programs, including wellness programs and health initiatives.
- Coordinated the workers compensation program; report and track claims to integrate with FMLA, OSHA, and ADA.

### **Training and Development**

- Conducted new hire orientation regarding policies, procedures, and benefit overview.
- Implemented an on-line training program; created and assigned courses, enrollments, and processed reports.
- Administered the educational assistance, certification, and licensing programs.
- Planned and implemented training seminars to include: supervisory training regarding HR policy, financial planning, 401(k), and strategic planning topics.
- Implemented agency wide employee satisfaction survey to identify trends in performance and training needs.

### **Safety Compliance**

- Managed the workers compensation program to adhere to OSHA compliance requirements.
- Created loss control task force and prevention programs to ensure safety compliance which resulted in decreased staff injuries.
- Generated safety reports for senior management.
- Conducted health and safety fair; organized outside vendors, staffing, and training programs; program still being utilized.

## **EMPLOYMENT HISTORY**

<b>Human Resource Generalist</b> , Woodbourne Center, Baltimore, MD	11/2000 – 9/2010
<b>Human Resource Specialist</b> , CareFirst, Inc., Owings Mills, MD	1/1990 – 11/2000

## **EDUCATION**

Bachelor of Science, Human Resources Management, Towson University, Towson, MD  
 Masters of Leadership Program- 30 credits -College of Notre Dame, Baltimore, MD

**PROFESSIONAL ORGANIZATIONS/CERTIFICATIONS**  
SHRM, CHRA, WEB, Notary