

# Sheila M. Smith

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## SUMMARY

**Human resources professional with 7+ years of experience in employee relations, benefits, job analysis, performance management, recruitment, workforce planning, and other HR-related initiatives. Due to the acquisition of former employer, Director position was eliminated in July 2010. Immediately returned to college full-time and graduated May 2011 with honors. Currently looking to work at a manager/director level within a human resources team environment where my leadership and human resources experience and skills may be exercised to improve the firm's expansion and long-term viability as a successful business.**

## PROFILE

- Hands-on HR Director with Generalist skill and experience
- Trustworthy and committed Human Resources professional who understands the meaning of integrity and establishing and maintaining working relationships
- Hands-on experience in employee relations, full life-cycle recruitment, benefits, HRIS, performance management, conflict management
- Develops others, demonstrates interpersonal awareness, encourages excellence, leverages and values diversity, and fosters collaboration
- Excellent problem-solver with the ability to make decisions under any circumstance

## EXPERIENCE

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**Cassidy Turley Commercial Real Estate (formerly Colliers Pinkard) January 2000 – July 2010\*\***

*(\*\*Returned to College immediately and graduated in May 2011 with honors)*

Baltimore, Maryland

**Human Resources Director** (2003 – July 2010) (Job eliminated due to company acquisition)

- Served as strategic HR business partner with senior leaders, board members, line managers, and clients by providing counsel on the Human Resources function to achieve the goals of the company
- Provided guidance and input on business unit restructuring, workforce and succession planning
- Established full lifecycle of recruitment process from requisition to offer, including job analysis and retention strategies
- Identified and proactively addressed employee relations issues and served as point of contact for all employee related matters in the areas of conflict resolution, disciplinary action, counseling, documentation, investigations, separation, exit interviews, severance, release agreements and outplacement
- Initiated procedures and assumed responsibility for projects and processes within reporting structure, assigned clear authority and accountability
- Troubleshooting, problem solving and applied leadership and decision making to difficult situations or challenges as they arose
- Performed the full-range of general administration and advisory services and/or functions to include: budget, time and attendance, human resources services, HRIS, and employee benefits implementation
- Analyzed desired programs, plans and procedures against alternatives to develop possible approaches to achieving objectives
- Negotiated and implemented cost-effective and consumer-driven employee benefits plans
- Designed an effective wellness program in an effort to reduce bottom line medical costs, maintain a healthy and productive work environment, and to successfully reduce turnover numbers
- Traveled regularly to other locations to interface with managers, employees and staff in order to maintain effective and productive working relationships

**Corporate Administration Manager** (2001 – 2003)

- Directed and supervised duties of administrative staff of 27 and office management staff of four and one benefits administrator in Maryland and North Carolina locations

- Performed HR Generalists duties to include Employee Relations, Recruitment, Hiring, Job Descriptions
- Managed and maintained relationships with third party administrators, insurers, and brokers; directed renewal efforts for all contract arrangements
- Responsible for the management of Human Resource Information Systems software to include training for managers, reporting and analysis of trends, metrics and employee demographics
- Developed and managed process for producing timely and up-to-date job descriptions
- Provided counsel to managers and supervisors in response to employee relations concerns
- Managed and performed annual performance appraisal programs for managers and supervisors
- Planned and directed all awards and employee recognition programs

### **Corporate Office Manager (2000 - 2001)**

- Directed and supervised duties of administrative staff of 27 and office management staff of four in Maryland and North Carolina locations
- Coordinated selection process of new hires at all levels to include screening, interviewing, selection
- Organized programs, events, meetings or conferences by arranging facilities and caterers, issuing information or invitations, coordinating speakers and controlling event budget
- Worked closely with senior management in analyzing and implementing competitive employee benefit programs
- Analyzed and maintained corporate administration budget of \$1M
- Partnered as liaison to marketing and information technology teams providing input and resource support in departmental initiatives for administrative staff
- Managed the exit interview process and discussed relevant findings with senior management
- Maintained relationship with schools, related associations, and other recruitment vehicles
- Supervised and managed the process of all office relocations

### **Advantage Sales & Marketing, Inc.**

**October 1985 – December 1999**

Columbia, Maryland

#### **Executive Assistant to the President (1985 – 1993)**

#### **Office Manager (1993 – 1999)**

- Organized programs, events, meetings and conferences by arranging facilities and caterers, issuing information, invitations, coordinating speakers and controlling event budget
- Prepared agendas, notices, minutes and resolutions for board meetings
- Managed the recruitment process of administrative staff to include screening, interviewing and selection
- Conducted new hire orientations for all employees in Maryland and Pennsylvania locations
- Maintained executive calendars, travel itineraries, expense accounts and executive board materials
- Performed complex and confidential administrative functions including developing and typing dictation or written correspondence, preparing reports, and responded to external correspondence
- Trained and supervised activities for administrative staff of 10
- Supervised and managed the process of all office relocations
- Planned all awards and employee recognition programs

## **EDUCATION**

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### **Bachelor of Arts, cum laude, College of Notre Dame of Maryland**

➤ **Primary Emphasis:** Business Management

➤ **Secondary Concentrations:** Social Science, Psychology, Human Resource Management

- Relevant coursework, in part – Organizational Behavior, Organizational Development, Women in Management, Non-Positional Leadership, Character-Based Leadership, Advanced Studies in Human Resource Management, Human Services Studies, Cognitive Thinking and Implementation, Leadership and Empowerment

## **PROFESSIONAL AFFILIATIONS AND CIVIC INVOLVEMENT**

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- College of Notre Dame of Maryland Alumnae Association, 2011
- First Impressions Mentoring Program, Speaker and Student Mentor, 2011
- Carroll County Department of Human Services, Volunteer, 2002 - Present
- Society for Human Resource Management, Member, 2001 – present
- Chesapeake Region Society for Human Resource Management, Member, 2005 - Present
- Cristo Rey Jesuit School, Baltimore, MD - Coordinator, Student Mentoring Program, 2008, 2009, 2010
- Baltimore City Office of Employment Development, Program Coordinator and Student Mentor, 2008, 2009