

ZIPPORAH WILLIAMS, PHR

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SUMMARY

PHR Certified Sr. Human Resources Generalist with a focus on performance management, employee relations, management coaching/training, compensation, recruitment, retention, office management and special projects with a view toward supporting strategic management goals with experience in the health information technology/government contracting, education/call center, healthcare and financial industries. Known for strong ability to partner with customers to develop creative solutions that meet evolving business needs.

EXPERIENCE

Morgan Stanley (Temporary/Contractor) April 2011- Present Provide HR coverage in the areas of employee relations, management coaching, performance management, deployments, off-boarding, and immigration/visa coordination during the HR Manager's maternity leave.

PERFORMANCE MANAGEMENT

- Monitor performance evaluation process and assure compliance.
- Review annual performance documents with managers to ensure appropriate and fair assessment of all unit staff.
- Manage performance improvement process including analysis, coaching and preparation of supporting documentation.

EMPLOYEE RELATIONS

- Coach managers in techniques for resolving a variety of employee relations issues including: alleged discrimination, poor performance, inappropriate behavior, policy violations.
- Monitor compliance employment laws minimizing risk to the organization.
- Participated in coaching managers in implementing two company downsizings assuring no adverse impact.
- First point of contact to address employee grievances/terminations conducting thorough and objective investigations.
- Developed process to gather employee feedback early in their employment to identify trends/patterns that required human resources guidance.
- Collaborate with management to develop action plans in response to employee satisfaction surveys.
- Facilitate focus groups to gather feedback from employees.
- Create and provide interpretation of policies and procedures.

STAFFING

- Utilize various job boards, social networking, applicant tracking systems and other sourcing methods to meet or exceed hiring goals.
- Create and cultivate relationships with department managers, staffing vendors and educational institutions to assess hiring needs and develop recruiting and retention strategies to fill exempt and non-exempt positions.
- Identified gaps in recruiting program and developed process to conduct recruiting strategy and needs analysis to better attract the right person to the right job.

- Coordinate internship and campus recruitment program resulting in transition of 60% to full-time hires.
- Assure that appropriate skills, references and licensure/certification documentation meet requirements.
- Recommended and created more structured process for relocating internal and new hires.

RETENTION

- Instrumental in re-designing recruitment processes to focus on getting the right person in the right job creating consistent employment practices and assuring compliance with local, state and federal laws.
- Restructured onboarding process.
- Worked with leadership to develop plans to utilize flexible work arrangements and pay for performance incentives.

DISABILITY MANAGEMENT

- Coached/trained managers regarding FMLA and ADA disability regulations and policies.
- Created and implemented process to address ADA accommodations.

COMPENSATION & BENEFITS

- Participated in annual compensation/pay structure audit. Pro-actively addressed salary inequities and made recommendations for improvements.
- Collaborate with management in needs analyze and evaluation of job descriptions.
- Assist in facilitation of benefit open enrollment process. Worked with benefit brokers to develop benefit packages, reconcile invoices and communicate benefit information to employees.
- Present benefits information through new hire orientation.
- Troubleshoot and assist staff in resolving benefit issues.

TRAINING & DEVELOPMENT

- Facilitated management workshops covering roles and responsibilities around company policies and procedures; behavioral and performance issues; compensation and benefits; and disability management.
- Administered numerous corporate programs including sexual harassment, performance management process and other human resources/management related topics.
- Better prepared managers for how to select the right candidate for the right job by facilitating interviewing skills workshops.
- Identified the need for harassment/sexual harassment training, researched a training package, and presented to HR leadership.

OTHER WORK HISTORY

SERVED AS STUDENT SUPERVISOR TO GOUCHER STUDENT WORKING ON THESIS IN HUMAN RESOURCES.

Iowa Foundation for Medical Care (Health Information Technology), Elkridge, MD

Sr. HR Consultant 2007-2011

Was a part of company reorganization and personnel downsizing effective March 1, 2011.

STATE EMPLOYEES CREDIT UNION, LINTHICUM, MD

HUMAN RESOURCES BUSINESS PARTNER 2006-2007

THOMSON PROMETRIC, BALTIMORE, MD

HUMAN RESOURCES MANAGER 2005-2006

HEALTHWAYS, COLUMBIA, MD

CONTRACT RECRUITER 2005

MARYLAND PHYSICIANS CARE, LINTHICUM, MD

HUMAN RESOURCES MANAGER 2003-2005

MEDSTAR HEALTH, COLUMBIA, MD

CORPORATE GENERALIST 2000-2003

CHASE BREXTON HEALTH SERVICES, BALTIMORE, MD

HUMAN RESOURCES/OPERATIONS MANAGER 1993-2000

EDUCATION

Associates, General Studies/Business Administration

Professional in Human Resources (PHR) Certification since 2001

PROFESSIONAL ASSOCIATIONS

Member, Society for Human Resource Management (SHRM)

Member, Chesapeake Human Resource Association (CHRA)