

# **KAREN A. HASLBECK, PHR**

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## **SUMMARY OF QUALIFICATIONS:**

- Over ten years experience in Human Resources, to include extensive Employee Relations.
- Responsible for full cycle Recruitment of all levels of staff.
- Implemented complex recruitment and staffing programs, to keep retention level at 10% or below.
- Superior communication skills-written and verbal- to include both corporate and employee levels.
- Expert training, facilitation, and motivation skills through advanced training and certifications.
- Demonstrated leadership and coaching skills with a proactive hands-on style.
- Adept at training and managing employees across locations.

## **EMPLOYMENT SUMMARY**

### **Cangene bioPharma, Baltimore, MD Human Resource Manager-March 2008-Present**

- Manage staffing, inclusive of hiring, transfer, termination, and promotion processes
- Manage employee relations functionally and strategically
- Conduct exit interviews and discuss findings with senior management.
- Implement/modify programs for training and performance management
- Develop and maintain appropriate documentation systems for the Human Resources functions
- Develop and maintain Policies & Procedures for Human Resources
- Derive and report information significant to corporate decisions including budgets
- Identifies staff development and training needs and ensures that training is obtained.
- Supervises and participates in such activities as the classification of positions, preparation of class specifications, job analyses, and preparation of examinations, evaluation of applicants, research, test validation, compensation studies, labor relations, recruitment, and manpower forecasting.
- Conducts training sessions, workshops, conferences, and seminars on a specific area.
- Oversee compensation programs to ensure regulatory compliance and competitive salary levels.
- Direct the administration of benefit programs to include: health, retirement, death, disability, and unemployment
- Evaluate and recommend improvements to benefit programs.
- Recommend and maintain an organizational structure and staffing levels to accomplish company goals and objectives.
- Evaluate company culture and provide recommendations on changes to accomplish company goals and objectives.
- Evaluate and recommend human resource outsourcing opportunities and identify potential vendors.
- Develop and manage annual budgets for the division and perform periodic cost and productivity analyses.

### **Euro RSCG 4D, Baltimore, MD Associate Human Resource Director/Operations Manager-March 2004-March 2008**

- Direct all of the people functions in accordance with the policies and practices of the Corporation.
- Manage full cycle recruitment process including: sourcing, screening, scheduling, interviewing, testing, reference checking and extending and closing offers.

- Act as advisor on human resources issues including employee relations, conflict resolution, performance management and career counseling.
- Process and maintain personnel documentation, insurance billing, and payroll reports.
- Maintain exempt and non-exempt time off tracking and reporting.
- Assist managers with performance evaluation process.
- Direct New Hire Orientation to foster positive attitude toward company goals.
- Coordinate all Internal and External Staff events and manage employee morale for organization.
- Maintains and updates employee database, employee information reports, employee files and organization charts.
- Manage all Internal & External Training Programs to promote career development for staff.
- Benefits administration, including payroll, medical, dental, vision, life, 401(k), short and long term disability, FSA, Workers' Compensation, Unemployment; FMLA
- Provide coaching, counseling to employees on conflict resolution, performance management, succession planning.
- Conduct exit interviews, provide summaries to Managing Director for process improvement and provide innovative solutions.
- Responsible for overseeing the day-to-day office operations.
- Manage Administrative services: assessing equipment needs, equipment maintenance/repairs, purchases/allocation. Responsible for ensuring high standards of housekeeping, telephone response, reception, document production, mail collection and delivery.
- Assist General Manager and Senior Management with Expense Reporting, travel, conferences and meetings.
- Maintain current knowledge and understanding of federal and state regulations, industry trends, current practices and applicable laws regarding human resources.
- Supervises, with assistance of Facilities Director, overall physical maintenance of office environment (renovations, office moves, furniture acquisitions, etc.)
- Works closely with upper management to identify and suggest solutions on how to improve departmental and team morale

### **Point Breeze Credit Union, Hunt Valley, MD**

#### **Human Resource Generalist/Training Specialist-June 2000-February 2004**

- Responsible for the recruitment process by interviewing, applicant testing and hiring.
- Implemented complex recruitment and staffing programs.
- Work with all levels of staff to resolve employee issues and communicate benefit changes.
- Conduct exit interviews and discuss findings with senior management.
- Help employees, supervisors, and department heads to settle work-related conflicts through advice and recommendation.
- Developed a new hire orientation and training program, and deliver when needed.
- Developed and implemented a new hire training/reference manual.
- Initiated the production of a monthly newsletter for employee news and product information.
- Developed "Team Player of the Month" program.
- Conducted Team Building, Management Development, Supervisory Skills, and Customer Service classes, as needed.
- Coordinate, plan, and conduct morning meetings for all staff on a weekly basis.
- Computer Training, which includes all Microsoft Products, and mainframe updates.
- Introduced and managed Self-Study program for employee development.
- Developed and managed annual training plans and budget.
- Participated in the motivation and support of the annual Incentive program.
- Assist in the implementation of HR policies and procedures.
- Administer benefits plans, EAP plans, tuition reimbursement plans, and employee development programs.

## **United Healthcare of the Mid-Atlantic, Baltimore, MD**

### **HRD Training Specialist, February 1998 – June 2000**

Responsible for all training functions within the organization which include but not limited to:

- Management development to all levels of management from Supervisory level to CEO. Examples include: 360 Feedback, Conducting Effective Performance Appraisals.
- Employee development- 325 Employees. Examples include: Giving & Receiving Feedback, Time Management and Conflict Management.
- Customer Service Training for all areas of organization.
- Supervised implementation of two computer labs.
- Computer Training which includes all Microsoft Products as well as Lotus Notes, and Mainframe systems.
- Design and Development of 25 technical and soft skill training programs.
- Interviewing and hiring of employees.
- Conduct training assessments to determine needs.
- Implement Metrics to measure the effectiveness of training on individuals/organization.
- Develop and managed annual training plans and budget.
- Training of Team Development and Coaching to all levels of organization
- Created a Claim Policy & Procedure Manual that is currently used by over 400 employees.
- Responsible for training 100+ new hire claims processors, enrollment/billing analysts.
- Coordinated Training efforts for claim processing in local and satellite processing facilities.

## **Blue Cross & Blue Shield of Texas-Medicare Part B, Hunt Valley, MD**

### **Claims Analyst/Auditor, 1995 – 1998**

- Processed electronically submitted medical claims in excess of 1,200 per day.
- Served as a Team Captain and promoted and trained team concepts.
- Cross-Trained in Medicare Customer Service and Correspondence.
- Consistently achieved high production and quality results.
- Participated in the Bene Outreach program, which included training to Medicare recipients.
- Audited co-workers, and provided coaching as needed.

## **Allstate Insurance Company, White Marsh, MD**

### **PIP Claims Representative, 1992 – 1995**

- Handled approximately 400 open PIP files.
- Resolved PIP cases through intensive research with client, provider and attorney contact.
- Helped in development of PIP Operations Manual.
- Reviewed submitted medical bills for over treatment and fraudulent activity.
- Consistently achieved a high accuracy and closure percentage.

## **Blue Cross & Blue Shield of MD, Owings Mills, MD**

### **Trainer/ Claims Analyst, 1988 – 1992**

- Trained new hires and existing employees on company cafeteria benefit plans.
- Trained new hire and existing claims processing staff on how to review and examine medical claims.
- Reviewed and examined medical claims for payment.
- Participated, evaluated, and trained Team Concepts and Development.
- Participated in the selection of new hires.
- Answered customer inquiries by telephone and written correspondence.
- Demonstrated superior sales and communication skills.

## ***EDUCATION AND TRAINING***

**BS Degree** in Business Administration  
Strayer University, Baltimore, MD

**PHR Certified** December 2003

### **Achieve Global, Tampa, Florida**

Certified Facilitator in the following:

AECR- (Achieving Extraordinary Customer Relations) Coaching and KSA, Leadership for Results

### **Zenger-Miller, Washington, DC**

Certified facilitator through Zenger-Miller.

## ***SKILLS SUMMARY***

### **Proficient in:**

- SAP
- People soft

### ***ACTIVE MEMBER***

- SHRM (Society of Human Resource Management)
- CHRA- (Chesapeake Human Resource Assn)
- Notary Public-State of Maryland