

Tracie Y. Horton

Profile

A consummate Human Resources professional with over 20 years of experience.

Experience

SENIOR HUMAN RESOURCES ADVISOR | PITNEY BOWES | 2018 – PRESENT

Cultivate effective working relationships throughout the business enterprise, provide strategic guidance on all employee relations matters including general inquiries; procedures; talent and performance management.

- **Business Partner.** Builds relationships at all levels and disciplines, mitigates risks, and performs needs assessment; to prepare and empower leaders based on business needs. Knowledge share and coach Leaders; mentor peers and successors as needed.
- **Business Integration.** Cross-functional experience with business merger and acquisitions. HR Business Area Representative in Workday Human Capital Management system implementation.
- **Compliance Champion.** Partners with Legal, Global Ethics, Crisis Management, and Corporate Communications to ensure support, consistent messaging, and compliance.
- **Project Manager.** Selected to lead key components of business development projects such as the JD Power audit. Pitney Bowes has been recognized by J.D. Power for providing "An Outstanding Customer Service Experience" for its Assisted Technical Support.

SENIOR SHARED SERVICES ADMINISTRATOR | PARKLAND HOSPITAL | 2017 - 2018

Liaison between technology, Third Party Benefit Administrators, and management on Human Resources (Leave of Absence) related processes and regulations. Verifies data, documentation compliance, and assists with enhancing systems, processes, programs, data and reporting.

- **Auditor.** Provided analytical support, leveraging third party external partners and internal partners to assist in business decisions. Monitored, tracked and coordinated processes to ensure compliance with regulatory requirements such as Licensure & Certification, Leave Management, and HR Records Retention guidelines.
- **Leader.** Assigned workload to verify data integrity through monitoring, testing, and auditing in a timely manner to ensure that Human Resource processes were executed accurately and within guidelines.
- **Project Manager.** Facilitated and performed post-project audits with partners to ensure new or modified system functionality were documented accurately and requirements were met and aligned with project outcomes.
- **Team Player.** Partnered cross-functionally with various Human Resource teams including Compensation, Benefits, HR-Business Partners, Internal Communication, and Talent Acquisition to implement solutions and policy compliance.

HUMAN RESOURCES GENERALIST | KOHL'S DEPARTMENT STORES | 2015 - 2017

Provided best practice advisory and coaching in the areas of associate relations, employment law, company policies and procedures, talent and performance management, workforce planning, and compensation. In addition, build relationships throughout the organization and vendor management. Consultant of company objectives, goals and regulatory requirements in partnership with organizational leaders.

- **Change Agent** Assisted with change management acceptance by embracing the Greatness Agenda and

- **Strategic Thinker.** Regularly met with management to assess and discuss appropriate human resources ~~initiatives designed to improve~~ employee engagement, retention, talent acquisition, performance management, and other human capital challenges.
- **Investigator.** Investigated significant employee complaints including ethics violations, sexual harassment, and discrimination to determine appropriate resolution/ actions as needed.
- **Relationship Builder.** Cultivated strong partnerships within the organization to build trust and rapport throughout the company.
- **Risk Manager.** Acted as a consultant and business partner to management on employee relation's decisions by considering the overall risks/ rewards to the business, our customers, and the employee, suggesting the best course of action.
- **Strong Leader.** Drove business results by assisting management in the effective administration of the organization's performance management systems, tools, and practices.

HUMAN RESOURCES GENERALIST | WASTE MANAGEMENT | 2012 - 2015

Strategic Human Resources Business Partner supporting leadership with employee relations, recruitment and staffing, benefits and compensation, worker's comp, OSHA, CDL, I-9 and E-Verify compliance, policy and procedure compliance, organizational development, coaching/counseling, along with a variety of corporate initiatives.

- **Analytical Thinker.** Partnered with Corporate Legal, Ethics, and Compliance teams in analyzing processes, data, adequacy of controls, efficiency and effectiveness of operations and accuracy of reported information.
- **Collaborator.** Partnered with Talent Acquisition on overall recruitment and contingent labor process.
- **Compliance Savvy.** Served as a liaison with various WM third party entities to ensure consistent adherence and quality of service of contracts.
- **Entrepreneurial.** Managed integration tasks for pre/post acquisition. Identified opportunities for synergies across the wider group as part of the transitional arrangements, to ensure integration resources to efficiently and effectively combine two companies into one entity in terms of procedures, systems, and operations.
- **Solution Oriented.** Managed conflict and root cause analysis to work toward effective solutions.

HUMAN RESOURCES GENERALIST | DERCO AEROSPACE | 2004 - 2012

Progressive responsibility supporting employees spanning 3 states and Abbotsford, BC in Canada. Working with senior management to create company policies and procedures; recruit top talent; and develop employee engagement initiatives. Managed personnel records; I-9 and E-Verify compliance, on-boarding program; H1B Visa/Foreign Nationals, adhere to compliance regulations of the Federal Aviation Administration (FAA) Drug Plan, ISO and all other regulatory standards.

- **Efficient.** Streamlined the Affirmative Action process; reducing project time from 4 months to 1 day.
- **Empowerment Focused.** Conducted coaching sessions on interviewing techniques and best practices that contributed to sound hiring decisions.
- **Development Directed.** Consultant and advocate to employees seeking guidance or advice on their career aspirations, their performance, company policies and expectations, and the overall organization.
- **Fiscally Responsible.** Saved in excess of \$5,000 in 2011 by empowering Hiring Managers to interview and qualify talent; producing 100 HR value-added hours. Ensured successful launch of automated diversity sourcing and applicant tracking tool; eliminating 31+ days of manual work with annual savings of \$6,260. Generated savings of \$50,000 a year by negotiating fixed rates with staffing agencies. Eliminated distribution of employee

- **Results Driven.** Consistently performed 20% above diversity slating objective of 40% by establishing relationships with diversity sourcing agencies.
- **Process Improvement Centered.** Served as Achieving Competitive Excellence (ACE) Captain; improved policies, procedures, forms and standard work instructions reducing errors and improving customer satisfaction.

Volunteerism

- Village of Brown Deer: Community Development Authority and Board of Appeals Committee
- Brown Deer School District: Re-Entry Committee
- Member of the Milwaukee Urban League

Education

MASTER OF SCIENCE | 2008 | CARDINAL STRITCH UNIVERSITY

- Major: Business Management

BACHELOR OF SCIENCE | 2002 | CARDINAL STRITCH UNIVERSITY

- Major: Business Management

ASSOCIATE'S | 2000 | MILWAUKEE AREA TECHNICAL COLLEGE

- Major: Microcomputer Information Systems

Technical Skills

- MS Office, PeopleSoft, Workday, Google Docs, Outlook, Certify, Visier, ServiceNow, Success Factors, Knowledgeworks, ImageNow, Brassring, Kenexa, SmartDraw, HODESiQ, iCIMS, KRONOS, SAP, Automatic Data Processing (ADP), Citrix, Industrial & Financial System (IFS), Job Descriptions!

