

Keshia Exum-Pryor, PHR | SVP of Human Resources

Glendale, WI

People & Culture Leadership for High-Profile Companies – C-Suite HR Strategy Partner to the Business – 18+ Years of Expertise in Talent Management, Labor Relations & Performance

“Insightful Executive with a track record of driving HR operations excellence, maximizing staff retention, and engagement and retention programs, and cultural transformations. SVP who aligns people and business objectives.”

Human Capital Optimizer and Solutions-Driven **Chief People Officer** with 18+ years of expertise gained in directing a wide range of human resources operations, building & implementing end-to-end Human Resource functions, crafting robust and scalable staffing strategies, and partnering with CEOs and field HR Leaders on key HR drivers that impact the business. Expertise in designing and enforcing impactful strategies to promote diversity, equity, and inclusion within the organization while serving as a “Culture Steward and Catalyst for change”.

Career narrative of leveraging people analytics and a strong business acumen to drive meaningful change to talent selection practices, retention strategies, performance management, learning & development, and employee relations. Adept at designing and implementing HR policies, supporting business partners, and restructuring staff while supervising on and off-boarding, benefits, compensation, and process redesigns to maximize operational efficiency. **Strategic & Motivational People Leader & Charismatic Solver of Challenges** with skills building up HR infrastructures, robust talent management, and fostering employee development innovation through leadership development. **Key career highlights:**

- **Talent and Development Management:** Strong industry exposure in recruiting and developing talent through using sourcing strategies, integrating recruitment solutions, and relationship building. Recognized for improving relationships with staffing agencies, realizing significant MOD reduction, and scaling the company by 50%.
- **Staff Training & Development:** Demonstrated success in developing the professional abilities of staff through the provision of comprehensive training in an open and motivational environment. Expert in designing effective workflow strategies to achieve and exceed predefined performance targets and goals.
- **Relationship Building & Strategic Execution:** Articulate individual with excellent interpersonal communication skills; adept at cultivating positive rapport and forging productive relationships with senior executives, HR Partners, and teams. Ability to think out of the box and contribute ideas towards service excellence.

HR Strategic Planning and Execution | HR Program and Project Management | Employee Performance Evaluation | Process Improvement Initiatives | Employee Relationships Management | Talent Acquisition and Development | Policies and Procedures Development | Regulatory Compliance and Administration | Staff Recruiting and On-boarding Procedures | Employee Relations Management | Microsoft Office ADP | Paylocity | UKG | Paychecks | Oracle | Basic Spanish

SELECTED ACCOMPLISHMENTS

Chief People Officer | Saint John's on the Lake – Milwaukee, WI (2021 – Present)

Perform multiple HR-related tasks, such as strategy planning, talent acquisition & retention, retaining an exceptional team of professionals, and creating a rewarding place to work. Provide strategic consultation and advocacy to executives, management, and staff on multiple HR practices, issues, and legislation. Serves as a trusted and strategic HR business partner for the organization.

- Promoted to the position of Chief People Officer from Director of Human Resources for demonstrating utmost dedication and solid commitment towards work excellence. Recognized for a focus on aligning a single organizational-wide HR strategy.
- Provide overall HR guidance and leadership by overseeing all talent acquisition, career development, succession planning, retention, training, leadership development, compensation, and benefits for more than 250 employees across a multifaceted facility.
- Enhanced employee morale and caregivers' (employee) retention rates by planning & executing a new compensation structure and a defined career pathing roadmap. Lifted the organization to increase retention by 5% vs previous years.
- Provide HR Business Partnership support to all company functions, with special emphasis on C-Suite and business unit partnerships.
- Created recruiting and onboarding programs, leading the full life cycle of talent acquisition.
- Developed professional abilities and performance of staff by providing training and coaching in an open environment.
- Negotiated a 6% decrease in healthcare premiums in strategic alliance with brokers.
- Played a notable role in HR Compliance and training budgets while planning and managing a budget of more than \$700K.
- Lifted several organizational development strategies including transferring the workforce to a performance-based culture.

Director of Human Resources | **Saint John's on the Lake** – Milwaukee, WI (2018 – 2020)

*Acted as a Consultant for the Executive Team on establishing organization structures, roles, and job responsibilities. Maintained successful tenure with the company by energizing the mentorship program. Adapted employees to the company culture by efficiently deploying a new hire mixer. Designed a pipeline of candidates by developing and deploying an innovative recruiting program. **Resolved management and staff conflicts, strictly enforced policies and procedures, and guided management staff regarding disciplines and employee relations.***

- Maximized management staff productivity by developing more independence for line staff employees through successfully instituting a new HRIS system.
- Played a key role in minimizing health insurances administration costs by 9.9%, having a direct impact on the bottom line.
- Fostered the company's diversity and inclusion efforts by developing an Equity, Diversity, and Inclusion Committee.
- Improved employee engagement, resulting in reducing the turnover rate by 12% within the first year in the company.
- Optimized HR staff performance by coaching, mentoring, and fostering staff development.
- Imparted training for management staff for developing their professional expertise.
- Augmented efficiencies and slashed fill time by restructuring recruiting and onboarding processes.

HR Director/Strategic Partner | **RCS Innovations** – Milwaukee, WI (2010 – 2018)

*Spearheaded the complete recruitment processes for non-exempt and exempt employees. Streamlined the recruitment process with an emphasis on hiring highly talented candidates. Orchestrated multiple functions, including advising management on policy changes, evaluating training/development across the company, and serving as an organizational change agent. Developed and strengthened profitable relationships with manufacturing employees. **Provided leadership, direction, and supervision to the HR staff for attaining common shared goals.***

- Delivered ongoing support related to disciplinary action, employee relations, and federal laws to management and staff.
- Met and surpassed OSHA requirements by minimizing recordable, controlling costs, and rewarding employees through deploying a safety program, as a Safety Director.
- Increased employee morale and standardized the evaluation process by designing a performance management program.
- Drove constant improvement for on-boarding & off-boarding programs as well as reduced the turnover rate successfully.
- Realized desirable outcomes by designing, instituting, and negotiating benefits for all employees while maintaining superior vendor relationships.
- Oversaw and improved manpower, forecasting, operations, and business growth in partnership with the executive team.
- Amplified staff performance and retention by restructuring and improving the orientation and training program.
- Directed 180 full-time employees and 60 temporary employees, as the sole HR Professional.
- Ensured 100% legal compliance and minimized risk by working in close coordination with legal counsels.
- Decreased the MOD rate from 1.13 to .78 and recordable accidents by executing training programs.
- Accomplished targeted HR objectives by planning and implementing short and long-term strategies.

Sr. Human Resources Generalist | **Stainless Foundry & Engineering, Inc.** – Milwaukee, WI (2007 – 2010)

*Organized employee files verified employment status for reference checks and coordinated enrollment for employee benefits. **Led complete recruitment processes for manufacturing employees, including sourcing, finalizing, and interviewing as well as conducting new hire orientation.***

- Elevated the company's diversity initiative by implementing a community-based outreach program.
- Manage the end-to-end recruitment process for positions at all levels, including preparing an appropriate job profile, advertising, reviewing resumes of applicants and scheduling interviews.
- Successfully deployed new time and attendance system while acting as the Company's Administer.
- Maintained optimal compliance in Affirmative Action Plan, as the EEO Coordinator.
- Implemented succession planning to enhance and sustain employees' retention.
- Designated as an internal auditor for ISO9001 requirements.

EDUCATION, CERTIFICATIONS & AFFILIATIONS

Master of Business Administration, Cardinal Stritch University

Bachelor of Business Administration, Marketing, and Human Resources, University of Wisconsin-Milwaukee

Certifications

Human Resources Certificate Program, Concordia University

SHRM Professional Human Resources Certificate

HRCI Professional Human Resources Certificate

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Professional Associations

National SHRM Member & Milwaukee Commission Member