

KERRY MITCHELL

3006 Woodridge Dr. • Oshkosh, WI 54904 • (920) 379-7620 • kerryjmitchell@yahoo.com

CAREER SUMMARY

Leadership / Talent Management / Organizational Development / Employee Relations

Innovative Senior Human Resources Executive skilled at building teams, leading major business transformation, and reducing company expense. Respected as a trusted advisor leading successful organization change. Enjoy driving to tangible results from concepts and bringing clarity to complex people issues. Led executive recruitment, development, generalist, and business partner functions in a multi-state environment. Served as member of senior leadership teams. A leader who stays calm and focused during challenging times and who motivates and mentors staff to maximize their potential.

AREAS OF EXPERTISE

- Strategic HR Planning
- Leadership Development
- Talent Acquisition/Retention
- Regulatory Compliance
- Process Improvement
- Multi-site, Regional HR
- Compensation Design
- Succession/Talent Planning
- Employee Engagement
- Surveys and Measurement
- Leading/mentoring others
- Organizational Development
- Performance Management
- Change Leadership
- Policy Development

PROFESSIONAL EXPERIENCE / ACCOMPLISHMENTS

U.S. BANK - Oshkosh, WI

1990 - 2011

Country's 6th largest bank serving 25 states with 3,000+ branches providing consumer and business banking, wealth management and trust services, and global payments.

Corporate Human Resources Director (2009 - 2011)

Led HR team of 6 supporting 5 corporate divisions with 2,300 employees in 29 states.

- Developed partnerships with 5 bank executives and 40 senior leaders, focused on learning their business and providing new insights and solutions.
- Designed and facilitated talent management process with new customers, resulting in more targeted development planning and proactive review of retention risk.
- Led the talent acquisition initiative for Internet and Mobile Channel Division, attracting new talent for niche positions to enhance team performance on organization's largest initiative.
- Participated in Corporate HR Transformation Initiative, re-designing role of HR Generalist to represent business partner model across organization.

Senior Human Resources Manager (2004 - 2009)

HR business partner to Operations Division consisting of 5,000 employees in 26 states. Managed a team of 18-20 HR Managers and Generalists in 6 states.

- Launched cross-functional talent management initiative resulting in stronger succession pipelines.

- Partnered with executive management on restructuring to effectively capitalize on talent and workflow.
- Developed comprehensive compensation analysis process, resulting in more competitive pay for strongest performers and increased retention.
- Served on team that collaboratively launched new online mentoring system resulting in thousands of new mentoring relationships.
- Created reporting mechanism that provided leaders critical data on turnover and retention, compensation analysis, performance management, workforce planning and staffing, and talent management.
- Designed workforce planning tool, proactively analyzing hiring and reduction needs by market.
- Launched cross-functional Retention Strategy Team, creating development opportunity and networking platform for leaders.
- Successfully negotiated the most recent collective bargaining agreement with the Milwaukee County union.

Assistant Vice President - Human Resources Manager (2002 - 2004)

Provided HR service and support for the Transaction Processing Services Division including 2,500 employees in 18 states. Led a team of 9 HR employees in 6 states.

- Designed and facilitated leadership development program on generational diversity, which led to new and more effective approaches to leadership styles and training methodologies.
- Managed staff reductions and staff additions in several markets across the U.S. effectively leveraging and retaining available talent.
- Designed and facilitated senior leader discussions to envision future of their business model, and identified talent gaps and planned attrition.
- Effectively managed escalated employee relations issues including workers' compensation, equal rights, and unemployment compensation claims.
- Coached and developed HR team members to enhance their knowledge, experience and leadership capabilities.

Human Resources Manager (1998 - 2002)

Led team of 6 supporting multiple lines of business including Consumer Loan and Lease Operations, Indirect Lending, and Commercial Loan Services.

- Launched comprehensive training curriculum for all levels of leadership resulting in improved leadership skills and reduction in employee relations issues. Topics included leadership style, trust building, and gender/generational diversity.
- Designed and implemented staffing plan following company merger resulting in hiring 200 employees in 4 months.
- Redesigned applicant flow process and improved efficiencies using new technologies.
- Developed and executed Motivation and Retention survey using results to create strategies to enhance employee satisfaction and retention.

Human Resources Generalist (1994 -1998)

Provided HR partnership and support with primary focus on employee relations, performance management, and training.

EDUCATION

M.S. - Management and Organizational Behavior;
Silver Lake College - Manitowoc, WI
Concentrations in organizational development, training, and adult learning

B. A. - Psychology and Business; St. Norbert College, De Pere, WI
Concentrations in human resources, industrial psychology, and business

ADVISORY BOARDS AND COMMUNITY OUTREACH

The New North – Attract, Retain & Develop Committee: 2011 - present
Fox Valley Technical College, Business Advisory Board Member: 2005 – current
Human Resources Leadership Roundtable Member: 2008 – current
United Way - Financial Services Account Manager: 2005 - 2008
Seton School Anti-Bullying Task Force: 2009 - current
Partners in Education - Board Member: 2002 - 2009
American Red Cross - Interviewing/Selection Team Member
Workforce Development Center - former Advisory Board Member
Sexual Assault Crisis Center - former Board Member