

## **KERRY MITCHELL**

Milwaukee, Wisconsin

920-379-7620

### **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 remains 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
- Benefits and Pension
- 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**

**MILWAUKEE COUNTY** – Milwaukee, WI

**2011 – Present**

Largest County in Wisconsin, serving nearly 1,000,000 residents in 19 municipalities, including health and human services, public safety, transportation, recreation, and economic development.

#### **Chief Human Resources Officer (2011 – Present)**

Lead a team of 60 HR professionals supporting diverse business units of approximately 5,000 employees. Responsible for the organization's strategic talent planning, change leadership, employee and labor relations, organizational and performance management, training and development, workforce planning and staffing, compensation and benefits.

- Developed and executed a new human resources mission and strategy in support of the overall vision & strategic direction of the organization.
- Consolidated a de-centralized human resources function, building new, streamlined and consistent human resources processes.
- Launched a servant leadership practice within human resources to build a service culture.
- Rebuilt the compensation function to ensure competitive and equitable pay across the organization.
- Reduced unemployment expense by 66% over 4 years.
- Through Lean process improvement, reduced time-to-fill jobs by 50%.
- Implemented first-time centralized employee onboarding, reducing 6-month turnover by 44%.
- Rebuilt the learning & development function, launching numerous classroom and online learning programs.

- Launched a new performance management program to build a results-driven culture of accountability, paving the way for a new performance-based compensation program.
- Successfully navigated a complex political environment of competing priorities, agendas, and ethics.
- Chief advisor to the County Executive on organizational development, human capital, and benefits re-design opportunities.
- Successfully managed a \$8.1 mm department budget, and a \$190 mm fringe benefit budget.

**U.S. BANK - Oshkosh, WI**

**1990 - 2011**

Country's 6th largest bank serving 25 states with 65,000 employees and 3,000+ branches providing consumer and business banking, wealth management and trust services, and global payments.

**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 C-level 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 a 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.
- Redesigning 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 to multiple business units with primary focus on employee relations, performance management, and training.

**RELATED EXPERIENCE**

**LEADERSHIP ACADEMY – Partner (June 2011 – November 2011)**

Provide exceptional talent management, leadership coaching, and organizational development consulting services to small & medium-sized businesses.

**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**

TEMPO Milwaukee Mentor Circle Sub-Committee chair: 2015 - present  
TEMPO Milwaukee Member: 2013 – present  
Milwaukee FUEL Roundtable Member: 2013 – 2014  
The New North – Attract, Retain & Develop Committee: 2011  
Fox Valley Technical College, Business Advisory Board Member: 2005 – 2011  
Human Resources Leadership Roundtable Member: 2008 – 2011  
United Way - Financial Services Account Manager: 2005 – 2008  
Seton School Anti-Bullying Task Force: 2009 – 2011  
Partners in Education - Board Member: 2002 – 2009  
American Red Cross – Executive Interviewing/Selection Team Member  
Workforce Development Center - former Advisory Board Member  
Sexual Assault Crisis Center - former Board Member