

PATRICIA L. CANADA

Human Resources Executive with over fifteen years of extensive generalist experience. Develops and leads high performance teams, aligning HR strategies with corporate objectives to significantly cut costs and raise efficiency. Effectively guides staff through organizational change, fostering a culture of progressive employee relations. Career history includes directing up to 27,000 employees as well as collaborating and uniting cross-functional business lines within matrix environments. Core professional strengths:

Talent Acquisition Strategy//Management
Employee/Labor Relations
Organizational Development
Strategic Planning
Succession Planning

Compensation
Performance Management
Union Negotiations/Avoidance
HRIS/PeopleSoft/SAP/ MS Office/Visio
Lean Manufacturing

Benefit Design/Administration
Career Development
Policy/Procedure Development
AAP/Diversity/OFFCP/DOL Compliance
Project Management (Wrike software)

CREDENTIALS

MS, Psychology, Industrial Organizational Psychology Emphasis, Kansas State University | BS, Business Administration, Southern Illinois University-Edwardsville | Personnel Administration Certificate, University of Missouri
Member of the Human Resources Management Association (HRMA,) Society of Human Resources Management (SHRM) and Phi Kappa Phi Honor Society, 2007-2008 St. Louis Business Diversity Leadership Initiative Graduate , Mentor Junior Achievement, Former Board Member Girls Inc. Previous Chair of University Relations for HRMA-St. Louis

SELECTED ACHIEVEMENTS

Strategic Improvements:

- Raised productivity from 30% to 70% through the redesign of recruitment and selection methods as well as the implementation of effective assessments.
- Attained a 100% dismissal rate on EEOC, DOL and ADA charges as well as OFCCP compliance audits.
- Achieved a 95% improvement in the classification of on-leave employees and collection of insurance premiums by reviewing all jobs and related compensation.

Leadership / Contract Negotiations:

- Instrumental in driving startup operations for a business unit, achieving fully operational status ahead of schedule and under budget. Directed cost-effective staffing procedures to employ highly skilled machine operators and collaborated with union officials.
- Created and managed cost-effective company's benefit plans, including the administration of a 401(k) retirement savings plan and cafeteria plans, which provided exceptional employee offerings.
- Integral in the negotiation of numerous contracts which facilitated more than \$1.3 million in cost savings.
- Chief company spokesperson at union negotiations and the company advocate at arbitration hearings; maintained a union-free environment at non-union plants.

Expense Savings:

- Restructured an organization, streamlining procedures to eliminate redundancies and capture \$800K in savings.
- Conducted in-depth performance evaluations to identify and reduce redundancies, made recommendations to improve labor efficiency and save \$350K in overhead expenses.
- Resolved contract management issues to ensure proper administration, cutting costs \$150K.
- Reduced workers compensation premiums more than \$100K by implementing effective training initiatives.

Organizational / Staff Development:

- Designed and executed a management development program resulting in 50% workforce retention.
- Lowered staff turnover 20% by cultivating an environment focused on team work and professional development.
- Reduced the number of personnel grievances by developing employee relations training, creating a collaborative working environment between union personnel and management.
- Generated a plant-wide performance appraisal system increasing staff functionality and raising productivity while improving employee skill sets.
- Served an integral role as a member in a team coordinating the successful creation and implementation of a management development program.

PATRICIA L. CANADA

CAREER HISTORY

Human Resources Manager **Employee Relations Manager**

December 2016- Present
October 2015- Dec. 2016

Largest hospital provider in the Metro East with over 2400 employees committed to providing exceptional healthcare and compassionate services to its patients.

In partnership with leadership team and operations, developed and implemented employee relations strategies which support organizations goals. Directs the development of talent acquisition strategies. Administers and interprets various policies and provide coaching to managers and employees on interpretation of policies and on disciplinary and performance management actions. Member of leadership team responsible for the successful opening of a new hospital. Provide leadership and direction for two separate hospital facilities, 2900 employees with a staff of four direct reports. Revamped the hiring process to ensure compliance with various state and federal laws, while enhancing the caliber of candidates hired and reducing turnover by 10%. Member of Workforce Diversity Initiative, Developed and implemented Workforce Diversity Initiative aimed at increasing diversity and awareness within organization, Successful integration of hospital with BJC affiliate. Provide direction and leadership to a team of HR Business Partners.

Creative Minds

May 2012- June 2016

Family Owned small business

- Successfully managed start up business with the following accomplishments:
 - Developed and implemented company mission and vision statement
 - In partnership developed and implemented company's goals and long term strategic plan
 - Developed and implement employee handbook, all HR policies/procedures and job descriptions
 - Developed operating procedures and managed development of company website
 - Increased student enrollment by 65%

Integrity Solution Services, Inc., Vice President Human Resources 2012 - 2013

International call center employer with 2900 global employees. (Business sold and dissolved)

Overall leadership of Human Resource functions for an international organization. Developed and implemented Human Resource strategies for meeting human capital needs, integration of new businesses, benefits, worker compensation, on boarding, talent acquisition and retention, HR metrics and HRIS. Provide direction and leadership to professional staff of 12 and 2 support staff members.

- Successfully design and merged benefits plans for three Company's, resulting in cost savings of \$3million to company
- Integrated three Company's into one aligning all strategies, policies, procedures with parent company
- Successfully implemented ADP HRIS system modules and reduced payroll errors by 50%
- Identified, developed and implemented HR Metrics
- Reviewed employee investigations results and recommendation to ensure consistency, compliance and legal ramifications
- Revamped Onboarding process, which will result in employees more quickly aligning with company strategies and reduce turnover
- Developed and implemented core competencies for Call Center Agent role to enhance the quality of candidates hired and reduce turnover
 - Training developed and implemented for all hiring managers which will increase the caliber of candidates hired and reduce turnover
- Revamped Talent Acquisition process, which included developing and implementing behavioral based interviewing guides, training of all hiring managers, revamped onboarding process and the development and implementation of talent acquisition strategy which included full life cycle of recruitment.
 - Successfully lead talent acquisition efforts to hire 35 bi-lingual Agents and 40 English speaking Agents prior to deadline required, with 100% reporting on first day with no turnover

PATRICIA L. CANADA

St. Louis Public Schools, **Executive Director Human Resources** 2009-2012

Ensure Schools are properly staff with Highly Qualified Teachers in accordance with MSIP standards and in compliance with Federal and state laws. Direct talent acquisition, benefits design and administration, compensation, chief negotiator for non-classified employees, handled all employee relations issues. Partner with IT and Payroll to enhance SAP/HRIS functionality and improvements. Investigate sexual harassment, policy violations, child abuse claims and hotline call.

- Performed audit of benefit payments resulting in \$282,000 refund to District.
- Developed and implemented Early Retirement Incentive program resulting in \$14 million in savings.
- Developed and implemented policies and procedures, benefit plan design/strategy and wellness strategy resulting in negative zero renewal premium and \$3.4 million in savings to District. Developed and implemented policies/procedures.
- Revised Recruitment strategy and implemented assessment to enhance the quality of teachers hired.

ICL, Human Resources Manager

2006- 2008

An Israel-owned manufacturer of various chemicals and food ingredients with 25,000 global employees and 1000 US personnel.

Directed the overall HR function for Corporate Headquarters, Sales, Research and five ISO 9000 certified AIB compliant plants in a lean manufacturing environment. Partner with the VP of Human Resources and top management in setting strategic direction for a global organization, including new business integration, chief negotiator, developed and implemented successful negotiations strategies, AAP, talent acquisition/recruitment, implementation of succession planning process/talent management, organizational development activities and performance management efforts.

- Developed and implemented a successful performance management system and succession planning process.
- Designed and led training initiatives to enhance manager's leadership abilities.
- Chief negotiator resulting in 1.3 Million savings across the organization.
- Led talent acquisition/recruitment team for corporate office, Sales, Research and local manufacturing plant.

Smurfit Stone Container Corp., **Regional Human Resources Manager (Division Sold)**

2005-2006

A Fortune 500 company with \$8.4B in sales; recognized as the premier integrated paperboard and paper-based packaging manufacturer, operating at ~200 facilities located throughout the US, Canada, and Mexico with 27,000 employees.

Led HR initiatives for 1,800 personnel generating more than \$300M in revenue annually at 16 manufacturing facilities. Served as a member of the executive team. Led the development and implementation of HR initiatives to facilitate organizational change and ensure the successful execution of best practices business strategies. Directed nine HR managers initiating effective HR programs, recruitment strategies along with managing union contracts. Served as a member of the HRIS governance team implementing various systems. Managed the salary administration program.

- Partnered with the general manager as well as HR managers to attract, motivate, and develop performance-driven leadership teams with bench strength. Created and facilitated an effective leadership training program to enhance management skills.
- Coordinated succession planning, managed AAP, and prepared HR managers and the sites for OFCCP audits.
- Served as Chief labor contract negotiator and a member of the diversity team aimed at improving workforce diversity/ talent management.

The Dial Corporation, **Employee Relations Manager**

1998-2005

A Henkel company manufacturing and selling consumer products with over 2,300 global employees generating \$346M in sales.

Managed Employee/Labor Relations for ~412 employees at multiple locations and led a staff of 3 direct reports. Developed and managed a \$1.5M budget. Partnered with Leadership team in implementing a high performance work systems and best practices, resulting in significant cost savings. Spearheaded the design, development, and training of management personnel aimed at empowering management, improving skills, and enhancing employee engagement. Partnered with the plant leadership team to develop and implement strategic plans. Guided and counseled management in disciplinary action, conflict resolution, and policy and contract interpretation and performance improvement plans. Directed Labor relations/Employee relations activities including managing grievances and arbitration proceedings. Planned, organized, and directed employee activities involved in payroll, recruitment, employee/labor relations, EEOC and hotline investigations, and contract administration. Instrumental in revitalizing a facility target for closure to become plant of the year.

- Catalyst in transforming the company culture to become more collaborative while improving employee relations.
- Aided with the coordination of the succession planning process and identified and rewarded top performers.
- Successfully investigated, respond and resolved DOL/ EEOC complaints/charges. Investigated and respond to hotline calls.
- Developed and implemented policies and procedures using Visio and project management tools such as Gantt and PERT charts.