

Jane A. Smith, MBA

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"Lolita is known by her peers and fellow managers as a business savvy professional who truly understands all aspects of our operations. She is politically attuned and trusted by her colleagues and senior managers to convey a long-term vision for HR's direction and how to reach it."

– Mitch L., Board of Directors Chair for PrimeCo Manufacturing Co.

Human Resources Manager – 13 Years' Experience

Business-minded HR professional with extensive experience as a Human Resources Director in the manufacturing sector. Motivates teams to overachieve by building strong relationships within customer-focused environments, regularly citing her philosophy: "if you are going to do something, then it should be done right." Demonstrates ability to establish & exceed holistic organizational goals, routinely presenting the team's progress at the board level. Thorough understanding of employee development, forecasting progression through the company and the various organizational needs met along the promotional pathway.

Career Highlights:

- ⇒ (PrimeCo) **Led department-wide Human Resources restructure** to reset performance expectations, working side-by-side with the Vice President to plan, execute, and report on the transformation
- ⇒ (PrimeCo) **Saved \$850,000/year** through cost-containment initiatives; reduced corporate insurance liability by establishing self-insured plan for supplemental disability and optimizing medical benefit plans without reducing quality of care
- ⇒ (Ward) **Leveraged ADP software** to standardize candidate tracking and innovate on such processes as compensation, benefits, performance appraisal, & incentive programs to accelerate & improve communication

Areas of Expertise:

Microsoft Office (Excel, PowerPoint, Teams) | HRIS (Taleo, Workday) | ADP Software | LinkedIn Recruiter

Diversity, Equity & Inclusion (DEI) | Hybrid/WFH | Conflict Resolution | Union Labor Relations | Organization Short- and Long-term Business Strategy | Culture Programs & Initiatives | Verbal & Written Communication

PROFESSIONAL EXPERIENCE

PrimeCo Manufacturing Company *Buffalo, NY*

Human Resource Director | 2019 – Present

Directed all Human Resources efforts, including the management of 5 HR Generalists across all specializations, for over 1,000 company employees. Company annual revenue consisted of \$750 million.

- **Collaborated with managers** via town hall sessions and demographics & attrition studies to reduce overtime by 40%, reduce turnover by 80%, redesign employee-dispute resolution, and modernize management accountability
- **Developed a dual system for grouping HR deliverables** and transparently coached direct reports on leadership of their units, leading to a 58% increase in employee satisfaction within the department
- **Adapted quickly to the COVID-19 Pandemic** in 2020, developing & systemizing in-person safety protocols based on national standards to maximize safety of the 700-member manufacturing team
- **Founded a strategy team** to engage & redirect employees toward a newly created, 5-year company-wide strategy by leveraging workshops, kickoff, and other communication; execution of plan is now 9 months ahead of target

Turnover
Reduction
-80%

Associate Human Resource Director | 2013 – 2019

Built-from-scratch an entire Human Resources department including transition of ATS recruitment software, training HR staff, and designing and implementing scalable employee development for a 300-person workforce.

- **Updated 40 job descriptions** across 5 organizational levels in response to 6-month benchmarking exercise to evaluate pay scale, employee benefits, and performance management incentives
- **Improved employee retention & satisfaction by 85%** through level-set of employee compensation to market standards, using enterprise-wide survey results (2017 to 2019) to draw future insights for workforce investment

Employee
Satisfaction
+85%

Human Resource Operations Manager, Gilman Construction Company | 2009 – 2013*Boston, MA*

Developed workforce to support regional company expansion, growing from 100 employees to 390 including 4 new regional managers to support executive leadership. Monthly HR budget consisted of \$90,000 and was cut by \$700 during expansion.



- **Piloted full adoption of Workday** to support the Taleo Applicant Tracking System within just 6 months of hire
- **Worked with union leadership** to clarify leadership roles, drastically improving employee relations

Human Resource Generalist, Ward Insurance Company | 2003 – 2009*Chicago, IL*

Built & managed Human Resources department, including 2 HR assistants, for an entire Midwest Region of 8 branch offices and 350 employees. Company annual revenue consisted of \$149 million.



- **Evaluated HR metrics by branch** including costs, turnover, and open-to-fill time, comparing data to region-wide trends for potential action plans to address issues
- **Built and scaled entire HR recruiting efforts**, responding to like-minded and distinctive needs of various branches and collaborating with leadership & staff to produce outstanding, long-term hires
- **Collaborated with marketing team** to create & execute a brand-focused recruitment advertising campaign
- **Introduced and coached internal staff on LinkedIn Recruiter** to transition company recruitment from agency to in-house model, reducing costs by half from \$500k to \$250k and open-requisition time by 42% from 76 to 44 days
- **Piloted entire Diversity, Equity & Inclusion (DEI) program** with a focus on Employee Resource Groups (ERGs) for such underrepresented groups as LGBTQ+, BIPOC, and women in the workforce

EDUCATION

Master of Business Administration (M.B.A.), Columbia University | 2014

*Top marks in course, "Strategic Human Resource Management"

B.S. Business Administration (summa cum laude), University of North Carolina, Charlotte | 2003

SHRM-SCP® Designation, Society for Human Resource Management | 2015

AWARDS & PROFESSIONAL DEVELOPMENT

Recipient, PrimeCo President's Award for Outstanding Contributions | 2019

*Award received for delivering brand-new, groundbreaking PrimeCo succession plan

President, Bloomington Girl Scouts | 2015 – 2017

Speaker Coordinator, SHRM Conference (Dallas) | 2013