



Mayor of Providence

Jorge O. Elorza

January 11, 2019

Honorable Members  
Providence City Council  
City Hall

Dear Honorable Members:

Pursuant to Sections 302(b) and 1103 of the Providence Home Rule Charter of 1980, as amended and Public Law, Chapter 45-50, Sections 1 through 31 passed in 1987, I am this day re-appointing Lucy Rose, of 39 Wood Hollow Lane, Rumford, RI 02906 as a member of the Human Relations Commission for a term to end January 31, 2022, and respectfully submit the same for your approval.

Sincerely,

A handwritten signature in black ink, appearing to be "J. Elorza".

Jorge O. Elorza  
Mayor

CITY COUNCIL  
FEB 07 2019  
READ AND DENIED WITHOUT PREJUDICE

A handwritten signature in black ink, appearing to be "J. Elorza".  
CLERK

## **LUCY ROSE, SPHR, SHRM-SCP**

**39 Wood Hollow Lane**

**Rumford, RI 02916**

### **SUMMARY:**

Highly-accomplished senior level Human Resources professional with over 25 years of progressively responsible, multi-industry experience in management, employee relations, compliance, policy design and implementation.

Demonstrates an ownership mentality for goal achievement, with a strong strategic ability to execute initiatives from start to finish.

Skilled in the full range of Human Resources functions in corporate and multi-unit field environments. Successfully created and developed a progressive and diverse Human Resources department in a Fortune 100 company. A trusted change agent and advisor who continuously works towards influencing positive outcomes with employees and business partners.

### **Areas of expertise include:**

- Employee Relations / Conflict Resolution
- Performance Management / Compensation
- Recruitment and Selection
- Change Management
- Employee Engagement
- Cultural | Diversity | Inclusion
- Training / Career Development / Mentoring
- Organizational Communication
- Legal Compliance
- Policy Design and Implementation
- Workshop Facilitation
- Project Management

### **EXPERIENCE:**

#### **Neighbor Health Plan of Rhode Island Human Resources Business Partner**

03/18 – Present

Diversity, Inclusion & Employee Engagement Functional lead

aligning business objectives with employees and management in designated departments across the organization. The HRBP formulates partnerships across HR to deliver value-added service to management and employees that reflect the business objectives of the organization. The HRBP serves as a consultant to management on human resources-related issues and will act as an employee champion/advocate and change agent. The HRBP assesses and anticipates HR-related needs and communicates needs proactively with the HR department team and business management to seek and/or develop integrated solutions.

#### **FM Global Corporate Human Resources Manager**

08/15 – 3/18

*FM Global is a leading property insurer of the world's largest businesses, providing more than one-third of FORTUNE 1000-size companies with engineering-based risk management and property insurance solutions.*

Provides a comprehensive, value-add HR services and delivers HR initiatives and programs to client groups through partnerships with functional HR teams (recruitment, global mobility, immigration, compensation, benefits, OD, etc.)

**Ensures client satisfaction with HR functional support.**

Partners with HR functional teams to assist with program development and implementation. Partners with client groups to oversee the performance management and talent development process and ensure corporate employment policies and procedures are consistently and equitably applied. Proactively provides consultation to managers on a variety of routine as well as complex employee relations issues to minimize financial risk to the company. Investigates and advises both management and employees on individual work-related issues.

#### **EAST BAY COMMUNITY ACTION PROGRAM**

##### **VP, Human Resources**

06/13 – 8/15

*350 plus Employees, multi-site, full service non-profit.*

Key member of the Senior Management team responsible for leading the HR team in the development of programs and policies that contribute to an engaging organizational environment in order to attract, motivate and retain staff. The major areas of responsibility include: oversight of recruitment, compensation, benefits, and HR compliance and reporting; leading talent and performance management processes, employee relations and culture building activities, organizational development efforts, staff development, and succession planning. Transition to new benefit broker services. Implementation of benefit online open enrollment. LMS project management implementation. Community relations.

**Contract Recruiter**

12/12 - 06/15

Developed retail job profiles, manage recruitment strategies including screening, interviewing, recommending candidates for hire, conducting reference checks, making job offers for new FRYE Boot stores in Boston and DC.

**TOWERSTREAM**

**Human Resources Consultant**

1/2012 - 9/2012

Short-term assignment to provide strategic support with recruitment and the development, revision, and implementation of Human Resources policies and procedures in preparation for achieving maximum growth potential in Wi-Fi business expansion.

**JOHNSON & WALES UNIVERSITY**

4/2010 - 12/2012

**Human Resources Consultant - Small Business Development Center**

Provides comprehensive Human Resources advisory and consultancy services including HR policy guidance, compliance, performance management, needs assessment, development and implementation of training initiatives, employee relations, organizational development, individual and executive coaching for smaller companies.

**SAMSONITE LLC**

**Human Resources Consultant**

1/2010 - 11/2010

**Human Resources Director, U.S**

10/2007 - 12/2009

Performed a key leadership role in HR activities supporting the US Corporate Management Team and retail store employees across the United States. Charged with defining human resources strategy and creating policies, procedures and training programs for stores and corporate organizations.

- Reviewed and selected retail sourcing strategies, including agencies and posting sites. Created internal job postings and transfer process
- Created Samsonite recruiting collateral, employment application, field/corporate interview guide, employee new hire packet offer letter and regret letter for both corporate and retail
- Standardized applicant prescreening process; reduced cost while adding criminal background check
- Updated Policies and Procedures Manual; revised 23 policies including leave of absence policy / process, vacation policy, paid holidays, sexual harassment, EEO, workplace violence, worker's compensation, and exit interview questionnaire
- Developed compensation plans, target hiring ranges, merit / performance increases and salary adjustments
- Managed data collection and assisted with defense strategy on national wage and hour class action lawsuit
- Successfully assumed responsibility for Relocation and Immigration
- Conducted legal investigations, including allegations of harassment, discrimination, wrongful discharge and wage and hour violations
- Oversaw store closings and employee layoffs in connection with Chapter 11 reorganization
- Developed and implemented MBA internship program with Johnson & Wales University.

**REEBOK INTERNATIONAL**

2006 -

2007

**Human Resources Manager, U.S. Retail**

Directed a staff of human resources professionals in providing HR services for 2,000 field employees and corporate staff.

- Provided counsel and support to management and employees on compensation, employee relations, performance management, recruiting and employment. Established consistency in employment best practices throughout field and retail corporate staff
- Partnered with legal counsel to design and facilitate multi-state Child Labor Law compliance, resulting in successful dismissal of Department of Labor claims
- Developed and implemented organizational development initiatives, establishing job expectations, and HR onboarding training of new store
- Assisted with developing and maintaining communication programs that successfully imparted company's mission, values, culture and objectives
- Partnered with senior management to ensure employee development initiatives and succession planning programs were implemented and effective
- SAP HRIS Implementation

**COX COMMUNICATIONS**

2006

### Senior Employee Relations Specialist

Provided advanced support and expertise in all functional areas of Human Resources, specializing in Employee Relations. Supported RI and CT locations. Oversaw development and implementation of HR policies and procedures and dissemination through employee communication, training, meetings, and booklets.

- Effectively provided consultative guidance to Leadership Team with performance management practices
- Ensured adherence to State and Federal laws and regulations as well as Cox's employment policies and practices
- Participated in successful anti-union campaign, resulting in failure of Union authorization card signing campaign
  
- Developed, interpreted, and facilitated policies and procedures for handbook revisions
- Conducted HR training for newly promoted department managers, including on-boarding, policy review and performance management
- Facilitated organizational restructures, resulting in supervisor and shift schedule changes for call center customer support department

### **NORDSTROM, INC.**

1989 - 2006

#### Human Resources Manager, RI (1999 - 2006)

Provided leadership to an HR department in new, upscale, multi-million dollar retail business.

- Implemented Nordstrom's policies and procedures; hired three HR Specialists
- Screened, interviewed and conducted ongoing training of all (300) employees in company noted for exceptional level of customer service
- Evaluated performance and productivity of managers and employees
- Effectively managed conflict resolution; facilitated all employee relations issues
- Charged with oversight of store's payroll and compensation. Managed store productivity/HR budget
- Advised employees regarding benefits and compensation
- Conducted new hire orientation, diversity/sensitivity and manager training
- Facilitated summer Internship Program at Nordstrom Providence Place; selected to participate in first formal internship program.
- Honored with Nordstrom Opus Recipient award, company's highest recognition given to manager who exemplifies support, service, teaching and servant leadership

Human Resources Assistant, NY, NJ, IN (1994 - 1999) Promoted to Human Resources Manager

Sales Associate, WA, NJ (1989 - 1994)

### **EDUCATION & CERTIFICATION:**

SPHR, SHRM-SCP Certification

Master's Holistic Leadership, Salve Regina University Degree Expected - 2020

BS, Business Management, Lesley University, Cambridge, MA

Society for Human Resource Management Learning System, Community College of RI

Certified AVA Behavioral Interview Assessment

### **PROFESSIONAL AFFILIATIONS:**

- Leadership Rhode Island Class 2015
- Society for Human Resource Management (SHRM)
- Commissioner, Providence Human Relations Commission
- Cape Verdean Veterans Memorial Project – Founder | Project Director
- RI Heritage Cape Verdean Sub Committee Board Member | Cultural Committee Chair
- Esperanca Ja' Hope Now, Founder | President
- Creator and Director Virtual Cape Verde Series
- United Way Community Advisory Board Member
- 2017 Recipient, 100 Woman of Color Award
- 2017 NAACP Providence Branch George S. Lima Award
- Miriam Hospital Foundation Board of Governors