



Mayor of Providence

Jorge O. Elorza

February 18, 2016

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 appointing Lucy Rose, of One Amy Street, Providence, Rhode Island 02906, as a member of the Human Relations Commission for a term to end January 31, 2019, and respectfully submit the same for your approval. Ms. Rose fills a vacant position on the Commission, formerly filled by Elvys Ruiz.

Sincerely,

Jorge O. Elorza
Mayor

IN CITY COUNCIL

APR 07 2016

READ

WHEREUPON IT IS ORDERED THAT
THE SAME BE RECEIVED AND APPROVED

CLERK

LUCY ROSE, SPHR, SHRM-SCP

One Amy Street
Providence, RI 02906

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 who continually 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
- Training / Career Development
- Organizational Communication
- Legal Compliance
- Policy Design and Implementation
- Workshop Facilitation

EXPERIENCE:

Corporate Human Resources Manager

08/15 – Present

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.

A strategic business partner with staff organizations who provides a comprehensive, value-add HR consultation services. Responsible for solving business problems through customized HR based solutions and provide a range of HR tools and solutions that support business objectives. Provides HR support to managers and employees in all HR areas such as organizational and workforce planning, talent acquisition, performance management, training and professional development, succession planning, compensation and employee relations.

VP, Human Resources

06/13 – 8/15

East Bay Community Action Program, a 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.

Contract Recruiter

12/12 – 06/13

LF USA, NYC

Developed retail job profiles, manage recruitment strategies including screening, interviewing, recommending candidates for hire, conducting reference checks, making job offers for New FRYE Boot Store in Boston scheduled to open May 2013.

Human Resources Consultant

4/2010-12/2012

Johnson & Wales University 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.

Human Resources Consultant

1/2012-9/2012

Towerstream, Middletown, RI

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

SAMSONITE LLC, Mansfield, MA

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

REEBOK INTERNATIONAL, Canton, MA

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 on-boarding 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, West Warwick, RI

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., Seattle, WA

1989 - 2006

Human Resources Manager, RI and NY (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

Manager / Sales: Cosmetics, WA, NJ (1989 - 1994) Promoted to Human Resources Assistant

EDUCATION & CERTIFICATION:

SPHR, SHRM-SCP Certification

MA, Intercultural Relations, Lesley University, Cambridge, MA Expected May 2017

BS, Business Management, Lesley University, Cambridge, MA

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

Certified Behavioral Interviewer, Talent Plus

PROFESSIONAL AFFILIATIONS:

- Leadership Rhode Island Class 2015
- Society for Human Resource Management (SHRM)
- Cape Verdean Museum Board Member
- Cape Verdean Progressive Center Board Chair
- Rhode Island Mentoring Partnership Mentor
- National Alliance of Cape Verdean Organizations Board Member
- RI Heritage Cape Verdean Sub Committee Board Member
- Esperanca Ja' Hope Now, President
- Creator and Director Virtual Cape Verde Series