

Suzanne McVey, SPHR, SHRM-SCP

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EXECUTIVE SUMMARY

Human Resource Executive with extensive experience in retention, recruitment, change management, employee relations, employee engagement, leadership coaching, acquisitions and general management. Results oriented leader who partners with executive teams on strategic and tactical initiatives to align with business goals both domestically and internationally.

Expertise in:

- ◆ Acquisitions & Integration
- ◆ Project Management
- ◆ Executive Coaching
- ◆ Employee Engagement
- ◆ Recruitment and Retention
- ◆ Organizational Development
- ◆ Training and Development
- ◆ Leadership Development
- ◆ Employee Relations
- ◆ Performance Management
- ◆ Team Development

PROFESSIONAL EXPERIENCE

Quest Diagnostics, Inc. – Lenexa, KS

2016 – 2017

Quest Diagnostics empowers people to take action to improve health outcomes. Derived from the world's largest database of clinical lab results, Quest provides diagnostic insights to review new avenues to identify and treat disease, inspire healthy behaviors and improve health care management.

Director, HR Business Partner - Human Resource Lead for ExamOne a geographically dispersed workforce of 3,500 employees including call centers and a large mobile examiner network of 2,300 employees.

- ◆ Developed and executed project and communications plan to transition 215 mobile examiners in California from a Fee for Service Model to an Hourly model plus expense stipends and mileage to ensure compliance with state laws and remain cost neutral.
- ◆ Partnered with the Call Center Management team to reduce voluntary turnover by 25% in one year, as of 3Q we were trending at a 20% reduction. Identified root causes of attrition and through project teams addressed recruiting, on-boarding and transitioning programs.
- ◆ Worked with 3rd party recruitment firm on alternative sourcing strategies to increase the fill rate of hires. This was accomplished through a review of the hiring process, training supervisors in interviewing skills and through welcome calls and emails to reduce no-shows.
- ◆ Established Employee Survey Champions to ensure a year-round focus on Employee Engagement and Enablement. The 2017 survey had a 95% response rate for employees eligible to take the survey.
- ◆ Worked with identified high potential employees through project teams structured to increase their network and provided stretch opportunities.
- ◆ Acquired 3 affiliates in the US and 2 companies in Canada. Developed the employment agreements, communications and integration plans in Canada.

Ericsson Inc., Overland Park, KS

1996 – 2016

Ericsson is a world leader in the rapidly changing environment of communications technology – providing equipment, software and services to enable transformation through

mobility. Some 40 percent of global mobile traffic runs through networks Ericsson manages serving more than 1 billion subscribers around the world.

Director, Human Resource - Human Resource Lead for the Managed Services and Field Services organizations supporting an employee population of over 5,000.

- ◆ Support key leaders in determining how HR can help drive the business strategy with programs to retain, train and motivate an engaged workforce. This includes leading the employee engagement committee for Operations in 2014 and 2015 resulting in an employee engagement score of 85% and a Leadership score of 88%.
- ◆ Lead HR negotiator for new business contracts, to include pre-sales presentations, contract exhibits, compensation and benefits, project management and on-boarding of newly acquired employees. Work with customer HR Leads to ensure a successful transition of all employees with an acceptance rate of over 99% in six separate deals and approximately 1,500 employees, both domestically and globally.
- ◆ Developed and implemented the Ericsson Career Advantage Program (ECAP), designed to fulfill project openings and manage headcount transformation. This project resulted in 420 employees redeployed to other positions within Ericsson.
- ◆ Developed programs to address a higher cost of labor issue within an organization by developing a voluntary separation plan to target a specific labor pool and mitigate risks associated with a higher paid worker.
- ◆ Project lead in drug and background screening for over 5,000 acquired employees. This included developing the timeline of events, communication and FAQ documents as well as managing the day to day support of the project on behalf of the HR and Legal teams.

Human Resources Business Partner - 2009-2015

Sprint, Inc. Overland Park, KS

1996 – 2009

Global provider of wireless and wireline communications services for consumer, business and government users. Serves more than 55 million customers and is recognized for developing, engineering and deploying innovative technologies.

HR Manager II –1999 to 2009

Handled complex employee relation's issues for Sprint Nextel Customer Management with a client base of over 13,000 call center and support personnel.

- ◆ Developed and implemented a communications plan for Network Advantage, a 6,000-employee transfer to Ericsson, which included a weekly newsletter, audiocasts and targeted emails to ensure an all-inclusive employee communications package.
- ◆ Developed and launched a re-recruitment campaign for customer-facing employees. We received a 21% response rate during a 14-day period of high call volume for the employee population.
- ◆ Negotiated and managed a contract with a third-party recruitment company focusing on fill rates, quality and early life retention for hiring front-line specialists in 12 call centers. Focused on the consistency of the recruitment process, assessment testing and determining propensity to stay.
- ◆ Represented HR interests and negotiated HR provisions of a multi-billion-dollar Call Center Operations Transformation Outsourcing deal with IBM for Customer Care Solutions. Included conversion of over 1100 call center employees.

Employee Relations/Staffing Specialist –1997 to 1999

Senior Recruiter –1996 to 1997

EDUCATION

MBA, Washburn University, Topeka, KS

BS, Business-Marketing, Kansas State University, Manhattan, KS

PROFESSIONAL ORGANIZATIONS

SHRMJC, Board of Directors, Certification. 2018 – present