

Jennifer L. Morris

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SUMMARY OF QUALIFICATIONS

A pro-active, results focused business partner with proven experience managing all aspects of human resources: benefits, compensation, compliance, employee relations, and recruiting. A strategic partner who effects and manages change, builds productive teams, and exceeds departmental expectations.

PROFESSIONAL EXPERIENCE

Conifer Health Solutions

HR Business Partner/Director of HR

2015-2018

HR Business Partner/Manager of HR

2014-2015

- Interfaced daily with operational leaders to provide proactive human resources advice and support; act as liaison between business leaders and HR centers of expertise, collaborating on compensation, training and development, recruiting, employee engagement, and legal matters as required.
- Proactively trained and educated leaders on manager effectiveness and provided ideas/recommendations to foster improvement in employee productivity, performance, and morale.
- Responded to managers and employees in an unbiased manner, providing quick resolution on employee matters including conducting investigations, diagnosing problems, and determining appropriate action. Additionally, provided coaching to employees and managers as needed to ensure minimal disruption in the workplace.
- Provided guidance on federal and state laws and regulations as well as internal policies and practices. Worked closely with legal counsel on any employment related legal matters.

Coventry Healthcare (acquired by Aetna in 2014)

Human Resources Generalist

2007-2014

- Human Resources business partner with extensive experience in escalated employee relations concerns, investigations, training and development, mass recruiting, and HR project management.
- Guided multiple site acquisition of Concentra in 2007, helping employees adapt to the gradual transition to Coventry policies, systems and benefits.
- Provided leadership and guidance as company progresses through current integration with Aetna to become one of the leaders in providing healthcare services to a diverse and growing client base.
- Oversight of 350 employees across the US. Business partner to divisional vice presidents, directors, and management staff.
- Implemented and administered all human resource policies, staffing, organization development, compensation and benefits, performance management and training and learning programs.
- Initiated and coordinated all the required documentation to complete the employment process including all EEO/AA related documentation.
- Participated in education, communication, implementation, and training for all compensation and benefit programs.
- Guided supervisors and managers in the application of the corrective action and grievance process.
- Explained salary determination process to supervisors and managers to effectively allocate dollars based on individual and organizational performance.
- Participated in company-wide HR projects.

QuikDrop

Human Resources/Operations Manager

2005-2007

- Managed employee compensation, compliance, employee relations, and recruiting.
- Managed daily operations processes and ensured 100% satisfaction rating with customers as well as a positive rating with the Better Business Bureau.
- Managed marketing opportunities to help brand and grow the business.
- Managed accounting and shipping departments.

Sage Telecom

Human Resources Generalist

2002-2005

- Negotiated, designed and implemented annual benefit plans to satisfy budgetary constraints and employee needs.
- Facilitated annual open enrollment to implement necessary design changes and employee change requests.
- Conducted job description overhaul for every position to ensure accuracy and compliance. Matched salary surveys with these new descriptions annually to ensure market competitiveness.
- Investigated EEO-1 and sexual harassment complaints and resolved each issue fairly.
- Overhauled corrective action and review process, which helped increase employee satisfaction and decrease employee turnover.
- Recruited nonexempt and exempt employees, prepared advertisements, and managed job posting boards.
- Negotiated contracts with employment and advertising vendors.
- Filed unemployment claims and disputed them when necessary.
- Prepared 5500, EEO-1 reports, new hire and termination reporting.
- Facilitated HRIS transition from Great Plains Dynamics to ABRA.
- Completed HR related certifications and continuing education to improve working knowledge of the HR field.

- Continued to perform responsibilities indicated under Benefits Administrator title.

Benefits Administrator

2001-2002

- Investigated and managed all Workers' Compensation Claims. Set up Safety Team to help promote a safer working environment and lower incident rate.
- Pursued continuing education. Completed four certifications in two years (SPHR, CCP, CBP, GRP).
- Continued to perform responsibilities indicated under Human Resource Coordinator title.

Human Resources Coordinator

2000-2001

- Helped plan and carry out policies relating to all phases of benefits and compliance.
- Executed daily operations of benefits administration.
- Performed reference checks for potential employees.
- Continued to perform responsibilities indicated under Human Resources Assistant title.

Human Resources Assistant

2000

- Planned and conducted new employee orientation to foster a positive attitude toward company goals.
- Kept record of insurance coverage, 401(k) changes, plan and personnel transactions such as hires, promotions, transfers and terminations. Responded to written and telephone requests for employment verification.
- Helped prepare COBRA letters and other employee correspondence.

EDUCATION/CERTIFICATIONS

World at Work

CBP – Certified Benefits Professional	2003
GRP – Global Remuneration Professional	2003
CCP – Certified Compensation Professional	2002

HRCI

SPHR – Senior Professional in Human Resources	2002
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Texas A&M University – Bachelors of Business Administration

1999

Double Major – Marketing and Management