

NICOLE LAUREN

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summary

Proven common-sense, results-oriented and business-aligned technical programs, with strength in system implementation, CBT, WBT and online course development. Technically-savvy HRIS development experience including LMS and performance improvement systems implementation. Excellent communications and writing skills, listening skills, project management and ability to work independently.

key areas

Human Resources, Org. Strategy & Development, Leadership Development, HRIS and LMS Talent Acquisition, Performance Management, Systems Management, Succession Planning, Training & Development, Change Management, Business Aligned initiatives, Internet/Intranet, Employee Engagement/Retention, Training & Development and delivery, Strategic Training Plans, Competency Reviews, Team Building & Motivation

applications:

SAP/SuccessFactors (All Talent Management modules), ADP (WFM, Payroll, Benefits, Recruiting, Cornerstone: Talent Management) Skill Survey, Microsoft Dynamics (order entry, User Config.) Office365 (Enterprise Admin) GEO/SumTotal LMS, Adobe Creative Suite, Excel, Word, PowerPoint Cornerstone: (Talent Management) Office365 (Enterprise Admin) Adobe Creative Suite, Excel, Word, PowerPoint

education/honors

- Business Admin, SPC (in progress)
- Adobe Captivate Certified
- SPOAC Certification
- SCRUM Certification
- PMP (June 18)
- Project Mgmt. Training Certified
- Dale Carnegie Graduate
- SPHR
- Human Performance Improvement (HPI)
- Human Capital Strategist, HCI
- Everything DiSC Certified
- 5 Behaviors Certified
- Certified e-Learning Manager
- Certified Life Coach

experience

Consulting

Prima Voca - 2014-Current

Consultation with business leaders to create HR solutions, with an emphasis on creating interventions to mitigate risks and plans to address gaps.

Manager Talent and Organizational Development

Hillsborough Area Regional Transit Authority (HART) - 6/2015-2/2017

Managed all HRIS and HR projects and processes. Hands-on leadership of the team.

Responsible for product, compliance, safety, performance, career development, leadership and industry training.

Created most processes and training from scratch. Secured other learning solutions through vendors. Organizational Strategy and other presentations for leadership, Board of Directors and others.

Director, Talent Management, Learning & Performance

PODS Enterprises - 2010-2014

Led Training & Development, Performance Improvement, Talent Acquisition, Succession, HiPo, online assets and Leadership Development for national transportation industry leader.

Deep relationship-building with an ability to bridge the gap between technical and non-technical constituents. This facilitated the ability to sell a vision, create alignment, navigate change and gain buy-in.

Project leadership through all phases. Process support includes: feature previews, launch support plans, High-level and detailed systems maps, articulation and configuration of feeds. functionality demos.

Led implementation process for Learning and Knowledge Management systems

Completely overhauled Talent Acquisition systems, process, roles and responsibilities.

Re-engineered Performance and Employee Engagement processes.

Saved organization over \$100k in vendor expense by improving efficiency while implementing SAP/SuccessFactors Compensation, Talent Management, Talent Acquisition, Succession and two LMS systems,

Managed vendor relationships independently and in partnership with IT, procurement and other stakeholders.

Project examples: Open Enrollment, automated timecards, payroll enhancements, Mobile learning & paychecks, SSO, data conversion and synchronization, implementation of social (informal learning) components and strategy. One-Stop shared service center and rebranding of HR,

Managed annual (MRR) Management Resource Review process including reengineering the Succession Planning process and HiPo retention/growth strategies. Designed, developed, launched and maintained Company Intranet