

JEANNE PAGE-SONCRANT, PHR

EXECUTIVE SUMMARY

Sr. Human Resources Business Partner □ **HR Management**

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A passionate HR Partner with a holistic approach to solving problems and engaging employees

- **HR Generalist**
- **Talent Management**
- **Employee Relations**
- **Onboarding**
- **Union Avoidance**
- **HR Policies**
- **Employment Laws**
- **Investigations**
- **Job Analysis**
- **Benefits / Comp**

Accomplished, strategic and hands-on leader, with global and domestic expertise in all aspects of Human Resources. Driving force in fostering change in a wide scope of HR areas. Spearheaded efforts that increased trust, improved employee engagement, reduced turnover, and decreased costs. Successful in mentoring professionals to promotions. Key player in collaborative efforts with C-level and corporate teams, including international headquarters.

Manage national, multi-site HR projects and a variety of strategic initiatives aligning business goals with HR; inspire organizational development efforts that create infrastructure and employee engagement.

Industry Leader / Media Recognition: Selected for leadership roles in Tri-State SHRM and Career Transition Partnership; featured by media for community involvement / responsibility programs (*Philadelphia Inquirer, Courier-Post*).

INDUSTRIES: Banking, brokerage, manufacturing, distribution, retail, education, public administration, technology, nonprofit

CAREER HIGHLIGHTS

Independent Consultant, NJ □ 2009 to Present, *Clients in Tri-State Area*

TALENT MANAGEMENT / CAREER MANAGEMENT / BUSINESS OUTREACH & COACHING

- **Independent Projects**—Advise businesses on a host of HR matters on a project basis; provide business outreach; advise NJDOL and technology start up firms regarding learning / talent management systems.
- **Community Involvement**—Started up and led support groups for job seekers with a nonprofit; grew membership to 100+.
- **NJ State Department of Labor**—Foster re-employment opportunities with local businesses; coach clients (700+) on effective job search strategies; (28+ hours/week).

Clement Papas & Co., Inc., Carneys Point, NJ □ 10/2007 to 12/2008, *National Private Label Beverage Product*

CORPORATE HUMAN RESOURCES MANAGER—Instrumental role in company-wide policies, procedures, EEO/Affirmative Action, compliance, and corporate communications. Directed talent acquisition nationally. Oversaw benefits, compensation, employee relations, and special projects. Led HR staff. Created infrastructure for employee concerns. Extensive job analysis project. Significant legal documentation—policies, severance agreements, and announcements.

Puratos Corporation, Cherry Hill, NJ □ 1/2006 to 10/2007, *International Bakery Ingredient company and chocolatier*

HUMAN RESOURCES MANAGER (USA Division)—Led full scope HR function for multi-site organization (9 sites nationally) and collaborated with key personnel in international headquarters (Brussels, Belgium) on corporate initiatives. Reduced expenses by 25% through effective vendor management and contract negotiations. Spearheaded company-wide, major initiative assessing employee concerns & bringing recommendations to senior management. Handled Safety, OSHA and Workers Comp.

PNC Bank Financial Services, Philadelphia, PA and Cherry Hill, NJ □ 1997 to 2006

HR GENERALIST—Steered HR generalist tactical and project work for numerous business lines: Corporate, Private, Retail, and Operations Banking Divisions; as well as departments: Corporate HQ HR, Diversity, College Relations, Training, Realty Services, Work/Life Balance, and Public Relations. Extensive change management including acquisitions, onboarding, restructuring, and employee notifications. Substantial work with employee investigations.

Previous Experience: Edward Don & Co. (Distributor), HR ADMINISTRATOR □ Macy's (Retail), TRAINING MANAGER/ASSOC. PERSONNEL

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Science (B.S.) – Education □ Lebanon Valley College, PA; junior year abroad at *University of Wales, UK*

Professional Human Resources (PHR) Certified by National Society for HR Management (SHRM); Crisis Hotline Trained; Coursework in crisis management / problem resolution

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HUMAN RESOURCES MANAGEMENT

SUMMARY

Multi-faceted, results-oriented senior **Human Resources professional** with keen coaching and problem resolution skills. Highly qualified in all generalist HR initiatives. Industry knowledge includes: retail, banking, brokerage, manufacturing, distribution, education and public administration. Spearheaded effective organizational development strategies which reduce turnover, increase employee commitment, avoid unionization. Reputation as passionate, client-focused leader and mentor who develops professionals for promotional opportunities.

AREAS OF EXPERTISE

Employee & Labor Relations-Union/Nonunion Employee & Management Coaching Talent Acquisition
Recruitment Technologies & Internet sourcing Corporate Communications Crisis Management
Organizational Development Vendor Management Employment Laws
Benefits, Payroll & HRIS Systems

RELEVANT EXPERIENCE

Independent Consultant: Career & Business Management Advisor

2009- present

DEPARTMENT OF LABOR, Workforce Development- Thorofare, NJ *NJ State DOL & clients within Tri-state Area*
Independent consultant to businesses providing advice on all HR matters. Coach clients regarding effective job search strategies, career targets. Teach effective relationship management through use of technology, social media.

- ❖ Numerous success stories- effective coaching: several client 'turnaround times' in 6 weeks.
- ❖ Consultative sales approach: Provide business outreach and meet organizations' or individuals needs. Advised NJDOL and 2 new technology start-up companies on learning/talent management systems. 500+ clients.
- ❖ Strong Leader, Initiator: Founded faith-based support group for job seekers. Grew membership to 100+ people.
- ❖ Excellent presentation & facilitation skills: Respected and requested trainer (by coworkers and clients) - DOL. Sought after community representative and speaker for expertise in talent acquisition and career coaching. Quoted/featured in news articles. (5/2009-Courier Post; 7/2010-Phila Inquirer & community news publications.)
- ❖ Selected by peers for leadership roles: Co-Chair- HR Career Management of Tri-State SHRM; Vice Chair: 'Outreach Committee' of Career Transition Partnership, a non-profit with purpose of advising job seekers.

Corporate Human Resources Manager

10/2007- 12/2008

CLEMENT PAPPAS & CO., INC., Carneys Point, NJ *National Private Label Beverage Producer*

Recruited to direct talent acquisition nationally- 7 sites. Led strategic initiatives for company-wide policies, procedures, EEO/Affirmative Action compliance. Oversaw employee benefits, compensation packages, merit increase recommendations for HQ and select positions. Led HR staff, coached, counseled employees/managers. Managed employee relations and special projects. Mentored HR personnel, ensuring their abilities to serve clients' needs.

- ❖ Developed strategic initiatives and metrics for full recruitment life cycle. Implemented strategic and tactical programs company-wide for all talent acquisition plans and effective on-boarding processes.
- ❖ Initiated programs highly endorsed by senior management, improving employee engagement, recognition, community service and increasing overall employee commitment.
- ❖ 46 day average to close positions. Filled 55 diverse and hard-to-fill positions within 12 months.
- ❖ Organizational effectiveness: Created infrastructure for managing employee concerns. Developed programs, employee manual and framework for managing employee concerns.
- ❖ Corporate Communications: Wrote numerous employment policies, processes, corporate communications, and legal documentation, ensuring legal compliance, operational synergy and best practices.
- ❖ Analyzed 120 positions- Headquarters & Connecticut Ops. facility for Hay-point factor job analysis review.
- ❖ Advised, coached management and employees: All employee matters, notably employee relations, career development. Executed highly sensitive and confidential ER investigations.

Work History continued...**Human Resources Manager (USA Division)**

1/2006-10/2007

PURATOS CORPORATION, Cherry Hill, NJ *International Bakery Ingredient company and chocolatier*

Managed USA staffing, recruitment, training (9 sites). Oversaw performance appraisal processes, expatriate, visa statuses, relocations and car-fleet administration. Wrote, administered new policies, procedures, corporate communications. Oversaw employee relations and EEO, including highly sensitive matters. Worked with local HR site contacts, key personnel and headquarters (Brussels, Belgium) implementing corporate programs and initiatives.

- ❖ Reduced Expenses- 25% through HR vendor management and effective contract negotiations.
- ❖ Initiated extensive employee needs assessment project, analyzing confidential and highly sensitive employee feedback, providing results and recommendations to senior management.
- ❖ Handled various leave requests, workers comp and OSHA situations, including critical incidents and light-duty.
- ❖ Effectively developed and managed company-wide projects, such as: Service Award, College Relations, Sales Trainee Program and Car-Fleet Administration.

HR Generalist/ Sr. Employment Consultant / Employment Consultant.

1997-2006

PNC BANK FINANCIAL SERVICES, Philadelphia, PA and Cherry Hill, NJ

Successful HR generalist and project work with numerous business lines: Corporate, Private, Retail, and Operations Banking Divisions as well as Departments: Corporate HQ HR, Diversity & College Relations, Training, Realty Services and Public Relations.

Career highlights include...

- ❖ Developed strategic and tactical recruitment plans for Regional Community Bank (55 locations). Counseled employees and managers on all employment matters. Created appropriate compensation packages for all levels. Advised business on compliance and licensing issues, EEO, Affirmative Action, employment law. Filled 120 positions in 1 year while maintaining fast 'time to fill' average.
- ❖ Directed Employee Development Programs, including: College Relations & Intern Programs, and nationally renowned "Inroads" Program. Led extensive recruitment process for highly regarded two year "Management Trainee Program"- *Corporate Banking Division*. Fostered 360 degree feedback processes, employee improvement plans. Provided recommendations on employee development plans.
- ❖ Investigator: Completed numerous legal investigations to successful outcomes. Recommended all employment actions to legal and senior management. Managed successful outcomes for all employee matters/issues.
- ❖ First-Responder and Crisis Management Leader for robberies and "911" situations- 75 branch territory. Provided sense of calm and support to employees post crisis situations. Worked with mental health providers, directing efforts for employee assistance.
- ❖ Redeployment Counselor & Corporate Advisor for regional displacements. Successfully placed employees into new positions in the company or created opportunities for positive transition to other external positions.
- ❖ Employee advocate & New Hire Program facilitator: Coordinated successful on-boarding processes for all levels of new hires.
- ❖ Recognized as effective corporate trainer and "go to person" for all HQ HR initiatives, including: implementation of new software- applicant tracking systems, redeployment and work-life balance policies. Trained, advised others, served as a liaison to peers, senior management and LOB's.
- ❖ Mentored 14 human resource assistants and interns for promotional opportunities.

RELATED EXPERIENCES & PROFESSIONAL DEVELOPMENT

HR Administrator- Edward Don & Co. (Distributor): 3 years

Training Manager/Associate Personnel Manager- Macy*s: Rockaway Store: 2 years

PHR Certified: "Professional in Human Resources" through SHRM, the National Society for HR Management. Acquired and maintained since 1995.

Teaching Certificate- NJ (lifetime) & PA. *Qualified to teach all subjects: K-8.*

Crisis Hotline Trained (Contact 609)- Completed course: "Active Listening" which supports individuals through crisis management/problem resolution. *(Have applied these strategies all professional areas.)*

Bachelor of Science, Education- Lebanon Valley College, Annville, PA. Includes Junior year abroad studying at the *University of Wales, UK*.