

# ECSTACI ABRAHAM, SHRM-CP

Elevating the Employee & Executive Experience

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Kansas City Metro Area



## SUMMARY

Senior HR professional with over 12 years of experience with proven ability to design and implement impactful initiatives that boost engagement, retention, and overall company culture. Passionate about efficiency to create a thriving work environment where employees feel valued and empowered to succeed.

## HR EXPERIENCE

### Director of People Operations **UNITED WAY GREATER KC**

United Way Greater Kansas City works with community partners to meet health education and financial needs for those in need in the greater Kansas City area.

9/2024 - PRESENT Kansas City, MO

Assist the VP of People Operations in company strategy by developing and implementing career and performance strategies to simplify operations, enhance the employee experience, and improve retention by:

- Establishing the **Employee Resource Groups** in response to Great Place to Work Employee Feedback
- Formalizing the New Hire and Onboarding Process** dramatically decreasing the time to fill roles across the organization increasing productivity
- Creating a **90-day onboarding plan** with seamless integration into the company culture, boosting productivity and morale
- Developing a Career Pathways Framework** to support career paths, performance gaps, and training opportunities.
- Serving as the Point** of Contact for outsourced transactions and daily HR needs for 80+ employees
- Developing communication materials and leading initiatives** to educate the team on internal updates and opportunities via the weekly newsletter, one-page communications, and other channels of correspondence

### Head of Business Unit HR **ACC - AMERICA'S CALL CENTER**

America's Call Center (ACC) is the premier provider of integrated customer service & call-handling solutions exclusively for the home inspection industry.

12/2022 - 10/2024 Kansas City, MO

Construct organizational strategies and goals aimed to simplify operations, enhance the employee experience, and improve retention, decreasing turnover from 10.5% in March 2023 to 5.5% March 2024.

- Creating a 90-day onboarding plan** with seamless integration into company culture boosting productivity and morale
- Developing systems** to consistently gather and analyze data identifying performance gaps, training opportunities, and suggest improvements when valuable to decision-makers
- Reducing admin and operations time** by 75% (4 hours to 1 hour), ensuring consistency and efficiency protecting the company and employees
- Developing communication materials and leading initiatives** to educate the team on company philosophies and programs such as monthly wellness newsletters, benefits enrollment communications, and other updates
- Owned rewards and recognition initiatives** improving employee satisfaction engagement and productivity
- Implement a comprehensive compensation plan**, including benefits and wellness programs with our benefits broker

## SKILL SET

**Specialty : Communications + Content Development , HRIS + HCM management**

In-Office / Hybrid / & Remote Employees

Communications + Content Development

Subsidiary & Multi-business Unit

### Platforms & Systems

Google Workspace

Microsoft Office Suite

ENavigator

BambooHR

Asana

## MOST PROUD OF

### **Extensive Experience Supporting C-Suite Executives**

My business acumen, leadership experience, and ability to support change initiatives while advocating for company culture makes me a key contributor and support to C-Suite Executives.

### **Managing Global Pandemic**

Responding to Ad hoc situations minimizing risk to employees and business services as validation of abilities

## HR CERTIFICATION

### **SHRM-CP**

Society of Human Resources Management - Certified Professional  
12/2022 - 5/2029

## FIND ME ONLINE

**LinkedIn**

linkedin.com/in/ecstaciabraham

## HR Business Partner ACC - AMERICA'S CALL CENTER

01/2016 - 12/2022 Kansas City, MO

**Implement HRIS system formalizing the employee lifecycle and office operations of 80+ employees:**

- Being the sole POC for all Employee Relations and Benefits
- Designing employee engagement initiatives such as polls, surveys, and other tools to increase employee retention
- Manage relationships and collaborate with external parties such as benefits brokers, retirement plan advisors, and other service providers
- A significant contributor to a 166% increase in company client revenue by conducting 60% of accounts payable and receivable functions to support the senior leadership team in targeting leads and new business
- Key contributor to the company's rebranding initiative by working with the marketing team to develop a new brand logo, messaging, and visual identity

## Office Manager ACC - AMERICA'S CALL CENTER

12/2013 - 01/2016 Kansas City, MO

**Manage the administrative day-to-day office operations for 70+ employees while supporting the president and owner of the company.**

## ADDITIONAL EXPERIENCE

### Interior Designer CONTRACT INTERIOR DESIGN SERVICES

04/2012 - 07/2012 Tampa, Florida and Huntsville, Alabama

Contract interior design and space planning services

- Consultations, AutoCAD, Space Planning, and Google SketchUP

### Site Dev. Space Planning Specialist SCRIPTPRO

04/2007 - 07/2010 Mission, Kansas

A pharmaceutical manufacturing company

- Draft pharmacy layouts using AutoCAD for Department of Defense (DOD), commercial, and private settings, ensuring compliance and relevant regulations while collaborating with Sales & PMs to company & customer standards

### Design Assistant ALLIKRISTE DESIGN

09/2004 - 10/2006 Tampa, Florida

Custom Cabinetry and Kitchen Design

- Promoted from data entry specialist to trusted advisor, directly assisting the CEO with budget constraints, scheduling consultations, and schematic interior design solutions within a year
- Managed the CEO's calendar, ensuring smooth scheduling and efficient communication, which contributed to successfully closing 14 deals worth \$100-200K

## EDUCATION

### Certificate of Achievement

#### Turner School of Construction Management

05/2014 Kansas City, Missouri

### B.F.A Interior Design

#### International Academy of Design and Technology

03/2022 - 05/2004 Tampa, Florida

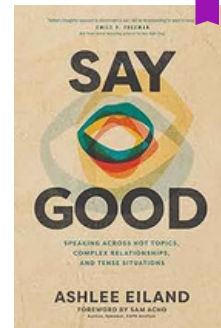
GPA  
3.8 / 4.0

### Bachelors Business and Marketing

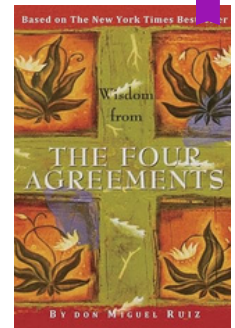
#### Kansas State University

1995 - 1997 Manhattan, Kansas

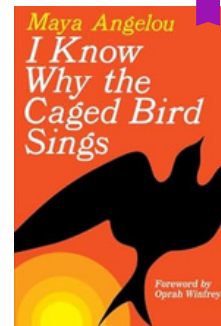
## BOOKS



Say Good  
Ashlee Eiland



The Four Agreements  
Don Miguel Ruiz

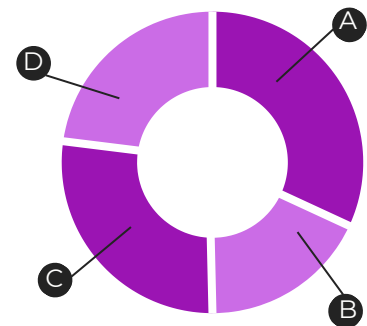


I Know Why the  
Caged Bird Sings  
Maya Angelou



Spare  
Prince Harry

## FREE TIME



- A Spending Time with Family
- B Enjoying Music and other Art
- C Watching Movies
- D Volunteering

## MY MANTRA

Learn or do something new each day to be better tomorrow, focus on joy, & treat others how they (not I) would like to be treated. Care, Kindness, Compassion, and Respect-- Always.

-Ecstaci Abraham

# THE BRIDGE: HR EXCELLENCE TO EXPERT APPRAISAL

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## **My Transition from HR Leadership to Professional Appraiser.**

A brief overview of my design and HR experience, emphasizing the transferable skills from HR that seamlessly align with the science of performance appraisal.

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### **1. Analytical Precision & Ethical Compliance**

In my 15+ years in Human Resources, I have developed an eye for detail and a commitment to regulatory compliance. Professional appraisal requires the same objective, evidence-based approach I've used to manage complex organizational structures and people operations. I am used to working within strict frameworks where accuracy is non-negotiable.

### **2. Design Foundations & Aesthetic Expertise**

My Bachelor's in Interior Design and my 12+ years of experience in the field provide the technical vocabulary and historical context necessary for valuation. I don't just see an object; I understand its architectural era, construction methods, and material significance. This allows me to bridge the gap between "the art" and "the value" of an object.

### **3. Client Relations & Confidentiality**

As a Director of People Operations, I am an expert in navigating sensitive, high-stakes situations with total discretion. This is a critical asset in estate planning and personal property valuation, where families often require a steady, professional hand and an empathetic approach during major life transitions.

### **4. Investigative Research & Reporting**

Appraisal is investigative work at its core. My career has been built on gathering information, verifying sources, and producing defensible, high-level reports. These skills transfer directly to researching provenance and identifying market trends for antiques and decorative arts.

*Ecstaci S. Abraham*