

# ECSTACI ABRAHAM, SHRM-CP

Elevating the Employee & Executive Experience

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Kansas City, MO



## SUMMARY

Strategic HR Business Partner with 10 years of experience seeking to specialize in an employee experience role. Proven ability to design and implement impactful initiatives that boost engagement, retention, and overall company culture. Passionate about creating a thriving work environment where employees feel valued and empowered to succeed.

## HR EXPERIENCE

### HR Manager 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 - Present 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% in March 2024 by:

- Implementing immediate integration of new hires into company seamless with a 90-day onboarding plan boosting productivity and morale
- Identify performance gaps and development opportunities by consistently gathering and analyzing data
- Reducing admin and operations time by 75% ensuring efficiency protecting the company and employees
- Leading initiatives and developing communication plans to educate employees on company philosophies and programs
- Owned rewards and recognition plan improving employee satisfaction engagement and productivity
- Implement a comprehensive compensation plan, including benefits and wellness programs with our benefits broker

### 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 by:

- Designing employee engagement polls, surveys, and other tools to increase employee retention
- Manage relationships and collaborate with 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
- A key contributor to the company's rebranding initiative and collaborative efforts with the marketing team to develop a new brand logo, messaging, and visual identity

## SKILL SET

Specialty : Call Center Management

In-Office / Hybrid / & Remote Employees

Remote Nearshore Contractors

Subsidiary & Multi-business Unit

### Platforms & Systems

Google Workspace

Microsoft Office Suite

ENavigator

BambooHR

Bonusly

Paycor

Workday

E-Verify

## 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 serve as validation of resilience and capability

## HR CERTIFICATION

### SHRM-CP

Society of Human Resources Management - Certified Professional  
12/2022 - 5/2026

## FIND ME ONLINE

LinkedIn

linkedin.com/in/ecstaciabraham

## 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 by:

- Implementing a formal HRIS system improving overall compliance, and productivity
- Implementing Google Workspace increase team efficiency and reduce missed deadlines
- Establishing an employee relations department by hosting 1v1 meetings with employees
- Management of all aspects of annual events from conception to execution, including venue selection, vendor contracting, logistics, and budget management.

## ADDITIONAL EXPERIENCE

### Interior Designer CONTRACT INTERIOR DESIGN SERVICES

07/2010 - 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 FINE CABINETRY & DESIGN

09/2004 - 10/2006 Tampa, Florida

Custom Cabinetry and Kitchen Design

- Promoted from data entry specialist to Design Assistant, 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.A Interior Design

#### International Academy of Design and Technology

03/2002 - 05/2004 Tampa, Florida

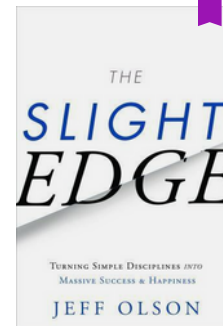
GPA  
3.8 / 4.0

### Bachelors Business and Marketing

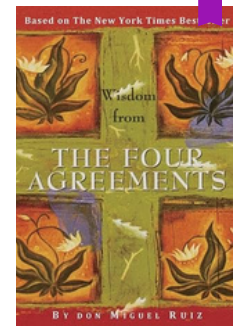
#### Kansas State University

1995 - 1997 Manhattan, Kansas

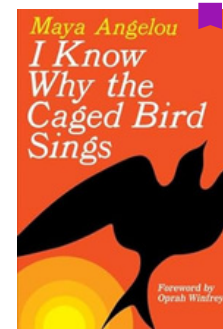
## BOOKS



The Slight Edge  
Jeff Olson



The Four Agreements  
Don Miguel Ruiz

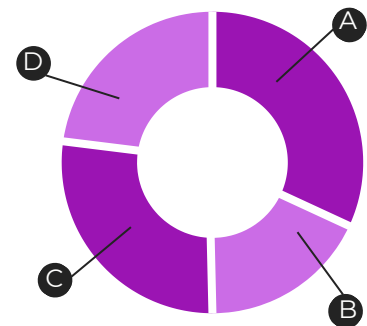


I Know Why the  
Caged Bird Sings  
Maya Angelou



Spare  
Prince Harry

## FREE TIME



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

## MY PHILOSOPHY

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