

Wendy Sellers

MHR, MHA, SPHR, SHRM-SCP

THE HR LADY | THOUGHT LEADER, KEYNOTE SPEAKER, ADVISOR

AUTHOR OF "SUCK IT UP, BUTTERCUP", A LEADERSHIP BOOK

WWW.THEHRLADY.COM

Wendy believes that well-behaved women rarely make history. While she is not looking to make history, she desires to be the change she wants to see in this world. She says, "I speak up and challenge the status quo. I ask controversial questions". She has helped hundreds of executives and leaders **increase organizational productivity**, leading to increased profits, and a strong bottom line.

When Wendy says "**Suck It Up, Buttercup**", this means you are about to hear all the facts, proposed solutions and possible consequences of your actions or inactions. Yes, this information may be emotionally painful to hear but in order to do the right thing we must look at every angle *together*. There is never a hidden agenda. Her focus is your bottom line.

Wendy has **over 20 years' experience** in HR, change management, operations, strategy and leadership development in all size business (local startup to global enterprise) in a wide variety of industries and life-cycles. She has a proven record of developing high performing teams while successfully managing and re-structuring a company's Human Resources, Operations and Leadership functions by working on every aspect of the employee-employer relation. Industries include higher education, healthcare, construction, engineering, information technology, telecommunications, legal, state agencies and non-profits.

Wendy's business experience is real and was *very* painful to achieve. **Her pain is your gain!** Let's get to work and dare we say, we just might have some fun along the way. Enjoy the short book, it is **straight-forward and humorous** - which is exactly how she speaks.

The HR Lady can be heard speaking at conferences, community events, and other venues. She is passionate about giving back and educating others on leadership and "HR Reality."

Speaker Experience:

- UCF College of Business, Keynote 2018
- HR Florida Conference 2015, 2016, 2017, 2018
- Jacksonville SHRM Annual Conference
- Space Coast SHRM Annual Conference
- CareerSource Florida Workforce Development Summit, 2016, 2017
- World at Works, Total Rewards Conference 2015
- Flagler County Thrive Business Summit, Keynote
- CareerSource Polk Roundtables; Keynote at Annual Conference
- Hundreds of Small Business, Entrepreneur, Chamber and Non-Profit Events
- National Speakers Association, member



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RESUME

Strategic leadership coach with a strong ability to identify inefficiencies and create solutions. Areas of expertise include:

- ◆ Organizational Culture Assessment and Strategy Development
- ◆ Policies and Procedures, HR Compliance
- ◆ Employee Relations and Communication Strategies
- ◆ Leadership Development
- ◆ Succession Planning
- ◆ Performance Metrics and Accountability
- ◆ Corporate Culture and Change Management
- ◆ Organizational Development and Restructuring
- ◆ Employee and Board Member Engagement Initiatives

AWARDS / RECOGNITIONS

- ◆ Named HR Superstar 2015 by HRO Magazine
- ◆ Orlando Business Journal 2017, Corporate Philanthropy Award Honoree

EDUCATION & CERTIFICATIONS

- ◆ Master's degree in Human Resources Administration
- ◆ Master's degree in Health Care Administration
- ◆ Senior Professional in Human Resources (SPHR) Certification
- ◆ SHRM Senior Certified Professional (SHRM-SCP) Certification
- ◆ Florida Health and Life 2-15 license
- ◆ Dale Carnegie program graduate

PROFESSIONAL EXPERIENCE

Chief Operating Officer/ HR Consultant

2012 - Present

BlackRain Partners, LLC. & The HR Lady, LLC.

- ◆ Streamlined client's operations by coaching businesses through a custom-made approach that matches their HR needs.
- ◆ Developed short and long-term business development strategies and implementation for businesses through leadership and employee development, including executive and managerial coaching.

- ◆ Formed and delivered continuing education/training programs on topics such as: Emotional Intelligence and Common Sense, HR 101, Leadership/Management 101, Understanding the Multi-Generational Economy, Understanding Personality Styles to Improve Productivity, Customer Service: Internally and Externally, Non-profit Board Training and Development, and Team-building/ Relationship-Building, among other subjects.
- ◆ Worked with companies in all phases of the corporate life cycle and helped them move towards and achieve their stated long-term goals from growth to decline.

Director of Human Resources

2011 – 2012

LMG Inc.

- ◆ Directed the day-to-day processes of the HR Department, supporting a national employee base while preparing for via organic growth & acquisitions.
- ◆ Developed a Leadership Team and lead a Process Improvement Committee which updated company processes ranging from purchasing to internal branding, job costing to software upgrades, intranet redesign to equipment purchase, and created SOPs for every department.
- ◆ Contributed to strategic business planning and execution, including the creation of company vision, mission and values; Aligned departments with their own departmental mission statements.
- ◆ Led change management initiatives and restructuring of department leadership which resulted in improved processes, communication & morale.
- ◆ Analyzed performance management processes and improved Pay-For-Performance model.
- ◆ Conducted market analysis and re-alignment of compensation structure. Reduced compensation costs by \$350,000 by working with leadership on a strategic re-organization and streamlined operations.
- ◆ Improved employee engagement by 30% through engagement survey, focus groups, and employee relations events.
- ◆ Developed and implemented warehouse supervisors training reducing high turnover and low employee morale, saving \$80,000 in overtime pay and contract labor.
- ◆ Executed successful recruitment program in spite a short notice, high growth period. Complied with OFCCP requirements and audit.
- ◆ Managed employee benefits and performed orientations. Negotiated insurance plans and retirement programs avoiding rate increases for the employee and the employer.

Human Resources Director, Buildings Division

2000 –2006

EXP Global Inc.

- ◆ Directed & organized the day-to-day operations of the HR Department, supporting over 800 multi-site U.S. & international employees; proactively ensured successful delivery of all HR programs and services.
- ◆ Implemented and coordinated successful recruitment, compensation, employee relations, benefits, employee development, and HR compliance programs in a cost-effective manner.
- ◆ Reduced annual administration cost by \$110,000 through restructuring.

- ◆ Saved \$850,000 in annual benefit costs through medical plan redesign and changing carriers.
- ◆ Transferred 100% of liability to authorized third party fiduciary advisor which completely mitigated 401k plan administration risk.
- ◆ Minimized recruiting costs by 20% through improving quality of leadership development & appraisal processes. Reduced the value of time spent in hiring process by \$100,000.
- ◆ Developed and implemented Wage Matrix compensation structure guidelines for all levels of company, including short term incentives.
- ◆ Reduced voluntary turnover from 19.50% in 2007 to 8.74% in 2010. Improved employee engagement by 21% through employee focus groups.
- ◆ Awarded “Top Company to Work For” over multiple years and in multiple geographic regions through high employee satisfaction ratings, innovative perks and benefits.
- ◆ Developed long-term relationship based national college recruiting program with high success ratio that continues today.