



NATALIE COLLIER, MA HRM, PHRca

nataliecollier2021@gmail.com | 501.944.8048 |

HUMAN RESOURCE LEADER

Highly personable human resources professional utilizing passion and business acumen to guide proactive and strategic change management, HR solutions and best practices. Proficiency partnering cross-functionally, with teams and leadership to align HR processes with company goals. Adept at prioritizing shifting business needs to execute and thrive in fast-paced, ever-changing environments with a sense of urgency. Recognized as a conscientious self-starter who is organized and efficient with strengths in facilitating, conflict resolution, motivating and developing employees, and communication skills.

CORE SKILLS

- Employee Relations
- Training & Development
- California HR Regulations
- Interpersonal Skills
- Microsoft Office (Word, PowerPoint, Excel, Outlook, One Note)
- Conflict Resolution
- Communication Skills
- HR Policies
- New Hire Orientation
- Presentation Skills
- Teamwork
- Project Management
- Strategic Thinking
- HR Administration
- Customer Service
- HRIS (PeopleSoft, SAP HR/Payroll, Workday)

PROFESSIONAL EXPERIENCE

Charter Communications (2021- Present)

Regional Leadership Facilitator, Van Nuys, CA

May 2025 – Present

As a Regional Leadership Facilitator, I am responsible for implementing and executing leadership initiatives, while providing guidance and feedback for consistent delivery of company-wide programs. I facilitate and develop leadership programs aligned with company goals and strategic direction.

I also do the following:

- Facilitate leadership development programs to Supervisors through Senior Directors
- Provide guidance to management on employee performance issues
- Work one-on-one with leaders to identify areas of strength and opportunity
- Design and implement comprehensive leadership development programs tailored to specific organizational goals and participant needs.
- Conduct needs assessments and collaborate with stakeholders to identify skill gaps and align learning objectives with strategic priorities
- Provide counsel to managers/employees for sensitive and non-routine employee relations issues
- Create an impactful learning environment, ensuring development is engaging, relevant, and transformative
- Deliver constructive feedback to participants to help them assess their strengths and identify areas for improvement
- Collaborate with cross-functional teams, including HR and senior management, to ensure program alignment with organizational strategy

Regional Sr. HR Generalist, Van Nuys, CA

December 2021- May 2025

As a Regional Sr. HR Generalist, I administered HR policies and programs, balanced employee advocacy with business needs. I provided comprehensive HR support in retention, performance coaching, problem resolution, and leadership development to a total of 450 employees. I handled complex HR issues and ensured compliance with regulations. I drove company-wide initiatives, partnered with leadership to support strategic goals and implemented effective long-term organizational strategies.

Additionally, I:

- Conducted employee investigations and oversaw all escalated employee issues, including ethics point report
- Provided guidance to management and employees on human resources issues, employment law, and develop new programs and initiatives to meet management needs
- Conducted employee and supervisor training, including benefits, policies and procedures and prevention of harassment and discrimination
- Coordinated the administration of all Leave of Absence programs and processes including transitional work and accommodations
- Partnered with respective client group to understand the business challenges
- Conducted open enrollment and other benefits related programs
- Provided counsel to managers/employees for sensitive and non-routine employee relations issues
- Supported regional/corporate Benefits, Employee Relations
- Performed compensation analysis for internal and external candidates
- Facilitated in technical progression growth increasing 25%+ each year from 2022 to 2024
- Problem solved employee disputes resolution
- Managed employee performance issues
- Assessed termination requests and conducted exit interviews
- Ensured Company policies are administered fairly and consistently

Comcast Cable, Little Rock, AR (1999-2021)

Human Resource Manager, Little Rock, AR and Northern, LA

March 2014 – March 2021

As an HR Manager, I oversaw and resolved employee relations, morale, performance, and productivity issues. I implemented and educated staff on HR policies and programs, trained leaders on policy administration, and managed HR and payroll systems (SAP, Kronos & Workday). I supported staffing, recruitment, employee relations, wage administration, and new hire orientation.

Additionally, I:

- Identified issues, provided coaching and suggested practical solutions to complex issues, followed by recommending appropriate action plans for leaders.
- Provided consistent guidance and advice to managers and employees on grievance, attendance, disciplinary, and performance issues and acted accordingly for a resolution.
- Collected ongoing information regarding satisfaction of employees on salary packages, wages, and working conditions.
- Conducted performance reviews with personnel managers, while monitoring employee attitudes, productivity, and performance outcomes.
- Provided direction on managing, organizing, and creating TEAM channels for leaders to manage their employees more efficiently.

Central Divisional HR Shared Service Representative, (Remote)

2011-2014

HR Generalist, Little Rock, AR

2008-2011

Training and Development Instructor, Little Rock, AR

2003-2008

Customer Account Executive, Little Rock, AR

1999-2003

EDUCATION

Master of Arts (M.A.), HR Management

Webster University, Little Rock, AR

Bachelor of Arts (B.A.), Psychology

University of Arkansas, Little Rock, AR

CERTIFICATIONS

PHRca (Professional Human Resource-California)

DDI (Development Dimension International)

PROFESSIONAL DEVELOPMENT

Prosci: Change Management Practitioner