

# PATTY SMITH

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## PROFESSIONAL SUMMARY

• Former US Air Force Airman First Class who is a strategic and transformational team player with exceptional interpersonal and conflict resolution skills • Led the West Region in attaining the highest number of Diversity and Inclusion hires into management roles in 2020 within Freight, USA • Innovative self-started, service-oriented HR leader with extensive experience in Recruitment, Onboarding, Reasonable Accommodations, Career Development, Discipline Management and Employee Relations • Exceptional ability to interact cross-functionally with business leaders and stakeholders, persuade others, and manage laterally to company goals • Strong analytical and problem-solving skills • Expert strategic leadership, critical thinking, relationship building, adaptability, technology and communications skills

<b>Core Competencies:</b>	➤ Organizational Servant Leader	➤ Workday Data Management System	
	➤ Career Development	➤ OSHA Standards	
	➤ Strategic Leadership	➤ Union and Non-union Environments	
	➤ Discipline Management	➤ Employee Relations	
	➤ Human Capital Management	➤ Training and Development	
	➤ Talent Acquisition	➤ Lead with Integrity	
	➤ Microsoft Office Proficient	➤ Project Management	
	➤ Coaching/Mentoring	➤ Advanced Business and HR Acumen	
	<b>Languages:</b>	➤ English – Fluent	➤ Spanish - Fluent

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## PROFESSIONAL EXPERIENCE

**FREIGHT, USA**, Rialto, CA

*April 2017 – Current*

*Human Resources Manager*

- Led the West Region in attaining the highest number of Diversity and Inclusion hires into management roles in 2020 within Freight, USA.
- Evaluate and identify improvements needed to HR processes and implement changes for over 3,900 operations employees, both union and non-union, including management employees.
- Provide support and guidance to Directors and Vice President in key HR areas such as Discipline, Performance Management, Talent Retention, Leave of Absence Management, and Employee Relations.
- Lead team of four full-time HR Supervisors and one full-time HR Specialist and allocated these resources strategically to ensure adequate HR support throughout the region.
- Oversee and approve internal investigations conducted by HR Supervisors on complex, specialized and sensitive issues, ensuring prompt responses and measures for mitigation.
- Analyze, discover, and communicate key HR insights to maintain adequate staffing levels during Freight USA's Peak Season.
- Responsible for impact ratio analysis (IRA) and have maintained compliance at 99% to 100% throughout the region at all times.
- Partner with legal and safety departments to ensure compliance with federal, state and local employment laws and regulations.
- Responsible for training and implementation of new HR technologies within the region.
- Organize and host Women's Leadership and Development events focused on developing skills and creating exposure opportunities for employees seeking advancement.

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**FREIGHT, USA**, Rialto, CA

*January 2015 – April 2017*

*HR Supervisor*

- Proactively monitored and addressed ER or labor issues and conducted investigations into allegations of misconduct and other human resources related concerns or policy violations.
- Managed HR Dashboard to maintain compliance with required federal, state, and company required training.
- Conducted hiring and onboarding of non-management employees and assisted with hiring and onboarding of management employees.
- Provided consultative guidance to business unit managers and supervisors in key HR areas.
- Coached and developed business leadership on performance and talent management with the business teams.
- Coordinated successful team building softball tournaments and fundraisers of 100 – 150 employees and family members, which improve employee relations, yielded United Way fundraising dollars, and created leadership opportunities for developing employees.
- Appointed as Region Champion and successfully led the Pacific Region to surpass United Way campaign goal by raising over \$358,000.

**FREIGHT, USA**, Rialto, CA

*July 2011 – January 2015*

*Health and Safety Supervisor*

- Successfully implemented first ever Comprehensive Health and Safety Program.
- Safety Supervisor for over 2,000 Operations Employees.
- Coordinated and facilitated instructor-led safety training and measured effectiveness of safety training, its application and business impact.
- Conducted Crash and Injury investigations and identified and implemented Crash and Injury preventive measures.
- Responsible for managing OSHA compliance.
- Developed strategic plans to mitigate workplace hazards and worked with local management to implement and promote a Safety-First environment within the region.
- Oversaw and managed the region's safety program and initiatives.
- Conducted internal business process audits and regulatory compliance audits.

**FREIGHT, USA**, Rialto, CA

*July 2007 – July 2011*

*Regional Office Supervisor*

- Supervised Office Operations for 44 Freight, USA Service Centers
  - Successfully managed clerical staff through SLO Merger Project
  - Deployed new Office Processes as well as new technology
  - Collaborated with Operations Management to ensure internal business process compliance and conducted internal business process audits
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## EDUCATION

California State University San Bernardino, San Bernardino, CA  
B.S., Business Administration-Finance