

2018-585

KELLI A. O'LEARY

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SUMMARY

A dedicated and award-winning human resources executive with vast experience in benefits and compensation, training and development, employee and labor relations, staffing and recruiting, Worker's Compensation, health and safety, retirement, grievance administration, and organizational development. Draws upon excellent interpersonal, analytical, and organizational skills to direct, train, and motivate staff to their fullest potential. An organizational innovator who streamlines organizational processes and programs to maximize efficiency. A driven performer who excels within highly competitive environments where leadership skills are the keys to success.

PROFESSIONAL EXPERIENCE

JACKSONVILLE TRANSPORTATION AUTHORITY, Jacksonville, Florida

Assistant Vice President - Engagement – 2018 - Present

Promoted to lead the newly formed Engagement Department in support of the Authority's initiatives around Employee and Customer Engagement.

- Oversight of Customer Service, Customer Outreach, Human Resources, Training, Risk Management and Investigations.
- Designated Delegated Authority for SVP/CAO.
- Launched JTA University in support of the Authority's Workforce Development initiatives.

JACKSONVILLE TRANSPORTATION AUTHORITY, Jacksonville, Florida

Director of Human Resources/Organizational Development – 2016-2018

Member of the Senior Leadership Team providing overall oversight for Human Resources, Training, Risk Management and Investigations. Led a 14 member team in support of over 800 employees.

- Successfully led the negotiations with two of JTA's largest unions; leading to two signed contracts on first vote and establishing performance incentives for the first time.
- Board of Control member for ATU Disability Pension Plan and the JTM Salaried Plan.
- Serve as the internal champion for employment performance management, technical training, Authority-wide wellness and professional development certificate programs; provide trend data and analysis of employee culture for review by the Executive Leadership Team.
- Manages and administers the compensation and benefits programs ensuring the administration of effective, equitable and competitive compensation and benefits plans for Authority employees.

THE CITY OF JACKSONVILLE, Jacksonville, Florida

Director of Employee Services – 2014 - 2016

Appointed Official, selected as a key member of the leadership team charged to head the Employee Services Department for the City with an employee population of over 7,500.

- Successfully championed and passed legislation to take the City of Jacksonville from a fully insured health plan to a self-funded platform allowing for an overall cost avoidance of \$8M.
- Board of Trustee for the General Employee Pension Plan for the City of Jacksonville.
- Lead three divisions within the department (Talent Management; Employee and Labor Relations; Compensation and Benefits). Manage a team of 3 Division Chiefs; 5 Managers of Personnel and 42 employees.

- Oversee strategic consulting service to client groups/departments.
- Responsible for the investigation, resolution and determination of the City's personnel practices before the Civil Service Board and various legal forums.
- Responsible for department operating budget of \$5.1M and health plan budget of \$94M.

THE HCI GROUP, Jacksonville, Florida

Executive Vice President – Recruitment Operations, 2012-2014

Recruited to provide overall leadership and direction related to the recruitment strategy for the organization. Serve as key member of the executive team charged with operational process improvement and revenue growth. Lead 28 member recruitment and account coordination team.

- Delivered on growth expectations within first 12 months of leadership; doubling the number of consultants representing client projects throughout the US.
- Led the design, development and execution of a service delivery model to support expected growth plans.
- Responsible for centralization of applicant tracking system and client relationship management system for entire organization. Designed workflow, led implementation/optimization and business intelligence analysis.
- Oversight of human resources, legal, contract, and administration efforts for the organization.

SOLANTIC, LLC, Jacksonville, Florida

Vice President of Human Resources, 2009-2012

Promoted from Director to lead human resources initiatives for company preparing to expand rapidly across multiple states. Served as key member of executive team tasked with producing short/long-term goals to advance company's position within urgent care category. Lead 5 – member HR team.

- Served as a strategic business partner. Conducted HR due diligence for potential acquisitions and joint ventures. Aligned human capital plans with business goals following recommendations made by McKinsey and Company.
- Enabled smooth integration of Solantic's largest joint venture. Rapidly ramped up performance of new staff by seamlessly integrating them into the Solantic culture, HR processes and system.
- Envisioned, created concept, developed, and launched Solantic Call Center to allow for realignment of human resources. Increased center employee morale by having dedicated time to focus on arriving patients/patient callbacks/employer requests/requests for medical records.
- Fostered a satisfied workforce. Achieved 56% increase in number of employees completing Employee Engagement Survey, including 18 centers achieving response rates of 90% or higher.
- Generated cost savings. Reduced medical plan spend by avoiding proposed 30% increase through plan design adjustments.
- Honored in 2011 *Jacksonville Business Journal* "40 Under 40".
- Recognized as 2010 Northeast Florida Ultimate Human Resource Executive.
- Received Keiser University Employer's Choice Award for human resources team.

Director of Human Resources, 2008-2009

Recruited to develop and manage HR infrastructure to support aggressive growth plans following capital investment made by private equity firm.

- Directed strategy for physician recruitment to eliminate costs for Locums Tenens; savings exceeded \$500K annually.
- Architected wellness program (SolFit Performance program); revamped/expanded scope to include free personal health assessment/meeting with health coach/gift card incentives for employees.
- Drafted and managed Franchise Disclosure Document in preparation for potential expansion.

ASBURY AUTOMOTIVE GROUP, DBA COGGIN/COURTESY AUTOMOTIVE GROUP, Jacksonville, Florida
Set strategic direction and led day-to-day operations for benefits department. Spearheaded centralization of processes across 28 dealerships in Florida.

Benefits Manager, 2005-2008

- Created and executed centralization of benefit functions for 28 dealerships across the state of Florida, eliminate redundancies in the process enabling in cost savings in overhead at each dealership.
- Automated benefits enrollment process throughout platform; resulting in significant administrative cost savings.
- Reduced platform medical plan spend by \$250k by implementing a dependent eligibility audit.

SOLANTIC, LLC, Jacksonville, Florida
Advanced the company's growth goals by providing a human resources perspective on scalability across the state.

Human Resources Manager, 2003-2005

- Created entire HR infrastructure and planning for expansion into new markets.
- Process mapped all functions related to center operations and standardized all HR functions.
- Designed and implemented new products and services to improve efficiencies for center employees.

Center Manager, 2002-2003

- Prepared project plan and executed first opening of Solantic center in Jacksonville, FL.
- Played key role in implementation of standard operation procedures by designing the process and serving as the subject matter expert in center operations.
- Lead training initiatives for all new center openings.

FULL CYCLE RECRUITING EXPERIENCE

ROBERT HALF INTERNATIONAL, Jacksonville, Florida, **Division Director, Office Team**, 1999-2002

Motivated/developed team of sales professionals. Oversaw candidate recruitment, account development, account management. Held accountable for achievement of team objectives. Provided staff with proper tools/training to achieve growth targets. Provided all human resources-related duties to division.

KELLY SERVICES, INC., Jacksonville, Florida, **Branch Manager**, 1998-1999. Held responsibility for overall operation of branch. Prepared fiscal budget. Oversaw all payroll/benefits administration for branch. Provided all HR-related duties to office. Oversaw candidate recruitment, account development and account management.

ADDITIONAL EXPERIENCE

GUARDSMARK, INC., Long Beach, California, **Manager-In-Charge**, 1996-1998. Considered as top tier of local management structure. Assisted manager of business development in establishing new client relationships. Managed branch infrastructure, facility managers, account managers. Held accountability for budget/profit/loss. **Account Manager**, Farmington Hills, Michigan, 1995-1996. Held responsibility for personnel recruitment/hiring. Developed client relationships. Managed multiple contract locations. Oversaw scheduling, coaching, training. Prospected/developed territory. Promoted to Manager-In-Charge of Long Beach, California territory.

AFFILIATIONS

Appointed to City of Jacksonville - Retirement Reform Task Force by Mayor Alvin Brown, 2013
ALIVE Credit Union Board Member, 2011 - 2014

Ronald McDonald House Charities Board Member, 2011 - 2013
National MS Society, North Florida Chapter Board Member, 2010 - 2012

EDUCATION

MICHIGAN STATE UNIVERSITY, Lansing, Michigan
Bachelor of Arts
Graduated with High Honors
1994