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OBJECTIVE:

Lead position in Human Resources for a progressive company that requires and appreciates a hard-working, goal-oriented individual with skills in leading the HR function, recruitment, selection, training, benefits, performance management, employee relations, employee development, talent & succession, and consultation.

SUMMARY:

Eighteen years professional experience in Human Resources, including:

- ✓ Managing the full human resource function for a financial institutions with assets from \$500M to \$4.5B
- ✓ HR Business Partner consulting at executive level
- ✓ Design and execution of a talent & succession program preparing over 150+ employees for growth and increasing year-over-year internal promotion rate by 10%
- ✓ Managing the training and development program for a retail firm with over 400 stores and the corporate office

BACKGROUND:

SVP, Human Resources, Bankers Trust, Des Moines, IA 2016 – present.

Lead the HR function for Iowa's largest privately-owned community bank with over 4 Billion in assets, 565 employees in 4 states. Report to the CEO.

- ✓ Leadership: Lead a nine-person HR team responsible for recruitment & selection, performance management, engagement, compensation, payroll & benefits, wellness, business partnering, employee relations and HR law & compliance.
- ✓ Strategy: Set strategy for the HR function communicating vision to Senior Management, HR team, Board of Directors and Community Boards.
- ✓ Budget & Metrics: Responsible for a 2.8 million dollar budget for my division and organization-wide salary, incentives and benefit budgets. Responsible for keeping industry metrics above peers and market. Retention is currently sitting at 92%, we have a 17% diverse employee population and our employee engagement scores are in the top quartile.

VP, Talent & Engagement, Bankers Trust, Des Moines, IA 2014 – 2016.

Lead the talent & engagement functions for Iowa's largest privately-owned community bank with over 4 Billion in assets, 565 employees in 4 states. Report to the SVP, Human Resources.

- ✓ Talent & Succession Planning: Talent Review design and implementation which led to a full-cycle view of development and resulted in a comprehensive succession planning process positioning the bank for the future and aiding in risk mitigation. Eighteen

departments and over 28% of employees impacted through this process. Researched and led the rollout of a leader competency model directly aligned with a talent demand and supply skill assessment identified through talent review.

- ✓ Leadership: Led a team responsible for training & development, employee engagement, recognition & wellness functions of the Bank. Designed weekly huddle planning sessions resulted movement from a 55% monthly initiative completion rate to over 90% completion rate in eight months.
- ✓ Business Partner: Effectively consulted directly with two executive and one management committee member. Participated in over 15 other business partner meetings to assess and proactively execute on human capital needs. Used data to influence and coach leaders on best practices and change in their areas to augment future planning.
- ✓ United Way: Co-Chaired a successful 2015 campaign. Active in the recommendation of the 2016 campaign co-chairs and serving in an advisory capacity.

VP, Training Officer, Bankers Trust, Des Moines, IA 2009-2014.

- ✓ Employee Engagement: Sourced vendors and rolled out bi-annual employee engagement survey. With team, helped move us from 86% participation to 97% and to a 76th percentile total company results in just three cycles. Designed an iterative action planning process to empower leaders to create meaningful change in their areas.
- ✓ Learning Management System: Sourced vendors, created cost/value analysis and selected BT Learning Portal system creating training access and efficiencies org-wide. Led team in project planning, system integration, end-user training & communication.
- ✓ Leadership Development: Created a leadership academy program, which is now in its fourth year with twenty participants a year, averaging over five promotions and ten internal/external board and committee placements per graduating class.
- ✓ Training: With team, brought BT Manage & BT Lead programs to the bank, including our foundational core classes Crucial Conversations, Crucial Accountability, Situational Leadership, Delegation, It Begs the Question, Speed of Trust and Seven Habits for Highly Effective Teams, in addition to, providing on-demand webinars/live sessions to educate managers on hiring, performance management, compensation, and disciplinary action. Managed vendor relations and contracts to bring in facilitators, as well as, designed and/or facilitated many courses myself.

Manager, Education & Development, Kum & Go, L.C., West Des Moines, IA. 2006 – 2008.

Seventeenth largest convenience store company in the nation, with over \$1.7 billion in revenue, located in 13 states, with 445 stores and just under 4,000 associates. Reported to the Vice President of Grow People (Human Resources).

- ✓ Lead the education & development initiative: Supervised staff responsible for training for all store locations. Conducted needs assessments, design & deliver training on several managerial, human resources and soft skills topics to all levels of the organization. Identified and secured training grants to fund needed corporate training.
- ✓ Corporate Guidance: Provided management to senior staff on employment law and employee relations. Assisted in all HR compliance analysis within the department.
- ✓ New Programs: Budgeted, designed, justified and executed first formal corporate internship program, with department-specific projects, job shadowing, skills training, community involvement, events with and presentations to senior management.

- ✓ Policies & Processes: Updated, researched & refined tuition reimbursement process. Designed expense reporting, travel and dress code policies.
- ✓ Onboarding: Designed, organized delivered orientation process for all new supervisor and corporate associates. Designed, organized and lead monthly Freshman Lunch sessions to assimilate new corporate associates to the organizations.
- ✓ Performance Management: Developed Merit Pay Review and Performance Development Plan documents for Corporate and Supervisor level associates. Selected provider and communicated 360° process for executive and supervisory level associates. Conduct training on performance management
- ✓ United Way Leadership: Participated on team that designed, and executed two successful United Way campaigns. In 2007, we had 100% participation and 14% increase in donations over last year, winning the 2006 United Way Impact Award for our company's size category.

Human Resource Manager, Community State Bank, Ankeny, Iowa. 2002 – 2005. Nine locations, 170 employees, \$500 million in assets. Reported to the Chief Executive Officer.

- ✓ Management: Member of senior management team involved in strategic goal execution and long-term planning. Advised senior management on personnel and employment law issues. Supervised the Human Resources Generalist and Payroll/Benefits Coordinator.
- ✓ Recruitment & Selection: Recruited and selected for both exempt and executive-level positions. Negotiated with recruiters, determining communication parameters and commission arrangements for each hire. Made final salary decisions and conducted all offers. Worked with senior management on justifications for newly created positions. Communicated selection decisions to all applicants, external and internal. Wrote temporary employment contracts when needed.
- ✓ Performance Management: Made annual increase suggestions to managers, with authority to appeal and override increase decisions. Advised, handled and coached managers on disciplinary actions, resignations and terminations. Determined severance payments, where applicable, and drew up severance agreements, protecting company from legal liabilities.
- ✓ Compensation: Annually assessed & adjusted pay grades and ranges, comparing jobs to the external market, and assessing internal equity. Evaluated, selected and participated in salary surveys and analyzed results.
- ✓ Training: Developed and conducted management training on a variety of topics, such as hiring, terminations, harassment, leaves, violence in the workplace and performance management. Updated & trained Sr. Management on legalities and new findings in the Employment Law. Liaison between company and employment law attorney in the researching and resolution of lawsuits or potential legal actions.
- ✓ Payroll & Benefits: Marketed benefits to multiple third party providers. Analyzed information and presented top three providers, making recommendations for CEO to take to the board. Instrumental in the development of new benefit communications and execution.
- ✓ Generalist Role: Provided direct contact and services in all areas detailed above before being promoted to Manager.

Human Resources Specialist, Holmes Murphy & Associates, West Des Moines, Iowa. May – November, 2002. Supported six locations, 250 employees of firm approaching \$1 in assets. Started as intern after college.

Human Resources Assistant, Ron Weber & Associates, Waterloo, Iowa. 2001 – 2002. Represented company at job fairs in the community and at colleges/universities. Set up and conducted interviews, commonly 10 in one day, and up to 25 new hires a week. Conducted orientation for new employees. Selected candidates and set up training. Explained, collected, and submitted all new hire paperwork. Answered all payroll questions and refigured any sales bonus compensation in question. Manually filled out all payroll change forms. Completed unemployment paperwork. Conducted exit interviews.

EDUCATION:

- ✓ Certified Compensation Analyst (CCA) certification through the Compensation Analyst Academy, 2017.
- ✓ Strategic Human Resources Business Partner (HRBP) certification from Human Capital Institute, 2016.
- ✓ SHRM-Senior Certified Professional certification from Society for Human Resource Management, 2015.
- ✓ Certified Professional in Learning & Performance (CPLP) certification from Association for Talent Development, 2015.
- ✓ Master of Industrial Relations, Iowa State University, 2008. Magna Cum Laude
- ✓ Senior Professional in Human Resources certification from HR Certification Institute, 2006.
- ✓ Bachelor of Arts, Human Resources Management, Northern Iowa University, 2001. Cum Laude

REFERENCES:

My capabilities, drive, and motivation can be confirmed by all supervisors and co-workers I've worked with. Personal and professional references provided upon request.