

GEORGETTE K. ARNOTT
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U.S. & INTERNATIONAL HUMAN RESOURCES GENERALIST

**Strategic Analysis & Planning • Programs, Policies & Procedures • Training • Mentoring • HRIS
Compensation • Benefits • Customer Service • Performance Measurement • Succession Planning
Retention Strategies • Productivity/ISO 9000 • Cost Control • EEO • Government Regulations
International Transfers • I-9/Immigration Processes**

- Strategic partner on the senior management team with comprehensive experience in and a strong record of developing and implementing employee benefit and compensation programs.
- Implementer of cost containment measures, with expertise in global employment and compliance issues and the value of a skilled and motivated workforce.
- Comfortable and effective in multi-cultural environments; a skilled communicator and negotiator.

EXPERIENCE

ANSON JEROME INTERNATIONAL, New York, NY
World's largest direct marketing agency.

1999 – Present

Vice President, Director of Human Resources

Report to President/CEO, New York. Manage all HR functions for the New York office including recruitment, managing staff levels and needs, compensation, retention, training, organizational development and employee relations. Interact with department heads, the Executive and Management Committees, corporate HR, payroll and benefits, legal counsel, consultants and recruiters.

- Administered a yearly Employee Survey in conjunction with a Client Survey; achieved an 87% (43% in 1998) survey response rate due to outsourcing the tabulation, ensuring employee confidentiality and communicating its importance in making RCW a better workplace.
- Reported results to the Executive Committee, with a plan to address employee concerns/needs.
- Instituted a “pilot” mentoring program.
- Completed a compensation study and adjusted salary levels accordingly.

ARNESON WORLDWIDE, Mineola, NY

1995 – 1999

Leading global logistics company specializing in air freight forwarding, ocean shipping, logistics, custom-house brokerage, trade fairs, insurance, warehousing and project management.

Director of Human Resources

Supervised all personnel policies for a staff of 1,000 located in 48 U.S. offices. Managed a staff of six overseeing payroll, benefits and compensation programs and HRIS needs for U.S. staff. Managed all U.S. compensation strategies, including planning of salary and bonus policies, and evaluating program effectiveness. Supervised all corporate-sponsored training programs to all levels of staff. Maintained liaison with German HQ on all aspects of HR issues. Coordinated all visas for inter-company transfers and intern programs. Member of International Team working with counterparts in other countries to coordinate and evaluate HQ-introduced programs. Counseled all management levels daily on employment law, application, theories and practices.

- Terminated the outdated Defined Benefit plan and implemented Qualified Non-Elective Contribution plan to benefit employees and deferred compensation programs for executive staff.
- Increased employee retention 12%; identified causes of high turnover and instituted hiring procedures and employee communication programs.
- Supervised an HRIS system implementation to combine payroll and personnel information, including a Skills Database used throughout the SI-USA system.
- Directed a Task Force to standardize job procedures that increased productivity 60%.

- Directed the development and implementation of a new job evaluation system to coincide with ISO-9002 certification.
- Introduced a Succession Planning Program and Coaching Program.
- Served as an integral member of the team that developed a Scorecard System to evaluate management staff and integrate “pay for performance” for special projects.

LUXEMBOURG AIRLINES, Manhasset, NY

1985 – 1995

European-based airline transporting five million passengers worldwide.

Personnel Manager – North America

Formulated and administered personnel policies for 300 employees throughout the U.S. and Canada. Supervised a staff of three. Recruited sales, operational, administrative, middle-management personnel for five major gateways and twelve U.S. offices. Consulted at all levels of management in developing salary administrative plans and personnel policies. Focused on assuring high quality internal customer service to all employees.

- Played a leading role in the design and implementation of a new employee evaluation and compensation program.
- Introduced a new 401K Plan.
- Researched and introduced a Credit Union for all employees, providing a tangible and popular benefit to employees at minimal corporate cost.
- Designed and delivered an ongoing training and development program for new managers and supervisors.
- Recommended and initiated changes to medical coverage program after research and negotiation with program vendors, resulting in cost improvement of 43% to company.

CANADIAN IMPERIAL BANK, New York, NY

1983 – 1985

Full-service bank providing financial services to consumers, small and medium-sized enterprises and large firms in its core market, while offering specialized services to its worldwide clients, with assets of \$70 billion (Canadian).

Personnel Administrator, U.S.

Reported directly to the General Manager. Defined manpower requirements in consultation with senior management. Recruited all personnel for U.S. division offices in New York, Chicago and Atlanta. Successfully negotiated contracts with employment agencies in terms of fees paid for recruitment of new employees. Achieved more favorable terms and significantly reduced costs. Administered 401-K Plan. Wrote and implemented Personnel Policy Manual. Managed bi-weekly payroll. Redesigned personnel record-keeping system.

EDUCATION**M.B.A.**, Long Island University, C.W. Post College, Old Brookville, NY**B.S.**, Business Administration / Human Resource Management, SUNY at Old Westbury**PROFESSIONAL AFFILIATIONS**

Society for Human Resource Management, Long Island Chapter

American Compensation Association

American Association for Professional Trainers