

JENNY THOMAS, SHRM-SCP

Independence, KY

859-814-4597

jjthomas8912@gmail.com

LI: www.linkedin.com/in/jenny-thomas859

HR/People Operations Consultant

Summary: Jenny is a dedicated, accomplished, and certified Human Resource Professional with over 11 years of progressive experience in managing HR functions. She has proven expertise in strategic HR planning, talent acquisition, employee development, and organizational leadership. She is adept at fostering a positive workplace culture, driving employee engagement, and implementing innovative HR solutions to support business objectives. She is committed to optimizing HR processes and driving results that enhance overall organizational success. With a strategic mindset, she is focused on translating business vision into HR initiatives that improve performance, growth, employee engagement and profitability.

EMPLOYMENT HISTORY

Growth Ops Advisory - (Remote)

People Operations Consultant, Director: 9/2023 - Present

Summary: Growth Ops Advisory is a process-driven HR partner that enables companies to upgrade the employee experience and sharpen management strategies. Reporting to the Director of People and Systems, this role provides customized guidance on the journey to develop a cultural operating system that covers the entire spectrum of creating, managing, and cultivating the employer-employee relationship.

- Develop and maintain strong client relationships
- Manage project timelines and budgets
- Work with internal teams to develop project plans
- Coordinate project execution across multiple teams
- Identify new business opportunities and to drive growth

FRAYT Technologies, Inc. - (Cincinnati, OH - Remote)

People Operations and Recruiting Manager: 10/2022 - Present

Summary: FRAYT is a tech company that brings professional, on-demand shipping to businesses through an intuitive web platform and phone app. Reporting directly to the CEO, this role collaborates with senior leadership to understand the organization's goals and strategy related to recruiting, retention, and development of our most valuable asset - people.

- Manage full-cycle recruiting which includes collaborating with leadership to prepare job descriptions and postings, sourcing, screening, selecting, hiring, and onboarding all new hires.

- Manage all people operations including payroll, benefits, stock option grants, LOA/PTO policies, and other operational human resources tasks
- Develop and streamline a performance management program in collaboration with cross-functional leaders and talent team
- Create and optimize workplace policies, procedures and HR compliance across our offer letters, policies, and employee handbook.
- Design an efficient recruiting to onboarding handoff by working alongside team leads to effectively bring on new team members
- Partner with executives and managers to continuously assess and improve our employee engagement and development
- Analyze trends in compensation and benefits; research and propose competitive base and incentive pay programs to ensure the organization attracts and retains top talent.
- Monitor and ensure the organization's compliance with federal, state, and local employment laws and regulations, and recommended best practices; review and modify policies and practices to maintain compliance.
- Assist, as needed, with employee relations activities, dispute resolution, corrective and disciplinary actions, terminations, or other matters affecting employment
- Counsel employees in career planning and development to promote a motivated, trained, and competent workforce

VNDLY, A Workday Company - (Cincinnati, OH - Remote)

HR Generalist: 3/2021 - 8/2022

Summary: VNDLY is a tech company that created an extended workforce and vendor management system (VMS) designed to optimize the sourcing and management of external talent. Reporting directly to the VP of Operations, this role collaborated with senior leadership and middle management to help build the framework for continued people growth. VNDLY was acquired by Workday, which eventually led to the elimination of this position.

- Lead the recruitment process
 - Partner with Hiring Managers to determine staffing needs
 - Screen resumes and performing phone interviews with candidates
 - Coordinate interviews with Hiring Managers and Senior Leadership
 - Communicate employer information and benefits during the screening process
 - Create and deliver offer letters for new hires
 - Serve as a liaison with local colleges, and expand the VNDLY Talent pool
 - Champion diversity in our hiring initiatives
- Maintain Human Resource Information System records and systems access, ensuring completion and accuracy of details such as employee contact information, job classification, organizational structure, and other key details
- Create individualized onboarding plans for each new hire, as well as set new hire objectives with the management teams
- Maintain employee leave, and administer total benefits - making sure that benefit billing is carried out accurately
- Maintain VNDLY's HR policies and programs, and ensures compliance with ever-changing federal, state, and local employment laws and regulations

- Assist, as needed, with employee relations activities, dispute resolution, corrective and disciplinary actions, terminations, or other matters affecting employment
- Counsel employees in career planning and development to promote a motivated, trained, and competent workforce
- Research and coordinate volunteer opportunities
- Build, develop, and maintain Employee Resource Groups
- Bolster positive and strong relationships with team members

Dental Center of Florence - (Florence, KY)

HR Manager: 5/2018 – 3/2021

Summary: DCOF is a large dental practice in Northern KY. Reporting directly to the business owners, this role executed key HR initiatives, provide available and responsive internal employee support, and develop and implement HR processes

- Own communications, development, talent, compensation, and all core HR processes
- Provide advice and counsel to owners, managers, and employees to ensure consistent application and integration of policies, procedures, and practices
- Ensure appropriate training opportunities are provided to employees to further personal, career, and organizational development
- Investigate and provide counsel to employees and leaders to resolve concerns
- Work with leaders and employees to establish and maintain a positive work environment
- Complete full-cycle recruiting for all positions which includes sourcing, interviewing candidates, conducting reference checks, preparing correspondence, developing and maintaining relationships with employment agencies, universities, and other recruitment sources
- Complete on-boarding process for all new hires
- Manage and administer all Company benefits including health insurance, eye insurance, 401K, other ancillary benefits, PTO, holidays, etc.
- Ensure all employee records are kept in compliance with State and Federal laws

Group Management Services - (Cincinnati, OH - Hybrid)

HR Account Manager: 9/2016 – 5/2018

Summary: GMS is a PEO that provides comprehensive HR solutions to companies large, medium, and small throughout the US. Reporting to the VP of Client Services and working directly with business owners and c-suite executives, this role would evaluate human resource practices with our client organizations to determine effective procedures, techniques, and practices to establish and strengthen the human resource function within the company.

- Develop and execute an HR plan to guide the relationship with the client, which may include handbooks, job descriptions, employee relations, training and development and performance management.
- Solve day-to-day issues/concerns related to GMS services while acting as a liaison between clients and other departments (Payroll, Risk Management, Benefits).

- Develop and conduct trainings to instruct organization managers, supervisors, and employees in human relations skills such as supervisory skills, conflict resolution skills, interpersonal communication skills and effective interaction skills.
- Promote and educate clients on GMS sponsored employee and employer benefits such as healthcare, dental/vision insurance, 401k and time clock systems.
- Maintain client/GMS relationship to attain client retention and client referrals

Darling Ingredients - (Cold Spring, KY)

Corporate Safety Administrator: 10/2013 – 9/2016

Summary: Darling Ingredients Inc. is a developer and producer of sustainable natural ingredients from edible and inedible bio-nutrients, creating ingredients and customized specialty solutions for customers in the food, animal feed, fuel, bioenergy and fertilizer industries. Reporting to the Sr. Safety Manager, this role would manage the entire Worker's Comp program and accident investigation process.

- Coordinate the Return to Work Program for employees on worker's compensation
- Manage Auto Liability and General Liability claims
- Manage accident investigations and assessed root causes
- Track employee compliance for required monthly training
- Create monthly reports that measured companywide safety incidents

Summary: Reporting to the HR Manager, this role would assist in various HR administrative tasks such as onboarding new hires, filing, reporting, and benefits administration.

HR Administrator: 7/2012 to 10/2013

- Manage background check screenings
- Answer benefit questions for employees
- Serve as worker's compensation liaison between employees and insurance carrier
- Create reports for worker's compensation accidents and trends
- Assign monthly safety training to all employees and tracked training progress

Work Experience while In College

Northern Kentucky University - (Highland Heights, KY)

Office of Education Abroad Student Worker/Office Aid: 8/2011 to 7/2012

- Answered education abroad questions for students and staff
- Processed student payments related to Education Abroad programs
- Managed information booth campus functions regarding Education Abroad programs
- Delivered packages to appropriate destinations on campus.

Student Achievement Center Student Worker/Office Aid: 10/2008 to 6/2012

- Organized paperwork associated with the programs
- Created organizational spreadsheets related to student and program information

- Processed and maintained Student Lending Library for Early Alert, an assistance program for students struggling academically or financially.

Office of International Students and Scholars Worker/Office Aid: 5/2011 to 8/2011

- Fielded phone inquiries and answered extensive emails from students abroad regarding the program and processing information and status.
- Assembled International Student Orientation Packets.
- Developed relationships with international exchange students

EDUCATION

Northern Kentucky University, 2013

Bachelor of Arts - International Studies

Minors: History & Sociology