

JEFFREY GRAHAM, SHRM-SCP, CCP
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[MY LINKEDIN PROFILE](#)

HUMAN RESOURCES PRACTITIONER

- **HR Business/Labor Relations Partner** – Effective coach to executives and business unit leaders to influence strategy for performance management, full cycle talent management, succession planning, professional development, and workplace culture/engagement. Key partner in grievance resolution.
- **Proven Relationship Builder** – Skilled in collaborating with leadership, employees, business agents/shop stewards to develop and execute strategies that foster growth, innovation, and organizational effectiveness in all functional HR areas to positively impact the business.
- **Organization Design and Development & Trainer** – Accomplished in implementing OD concepts through relationships with business leaders in coaching, influencing, training, and change management aligning the organizational philosophy to create a positive and productive workplace environment.

HUMAN RESOURCES SKILLS

*Labor & Employee Relations
(grievance resolution & CBA
administration)
Leadership Coaching
Change Management
Engaged Culture— Adapt,
Create, Sustain
Training & Development
Group Facilitation*

*HIPAA/ACA
HR/Benefits Communications
HRIS Technologies
Vendor Management
HR Program/Project Management
Business Acumen
Day-to-Day HR Management
Employee Relations Investigator
Certified DDI Trainer/Facilitator*

*Compensation
Downsizing/Right sizing/RIF's
On Boarding/New Hire Orientation
HR Policies & Procedures
Total Rewards
Benefits Administration
Compliance
Full Cycle Talent Management
Workforce Planning/Forecasting*

Technical Skills: *PeopleSoft, Kenexa, Microsoft Office Suite, ADP Enterprise [HRIS] & eTime, PeopleSoft, SAP, SuccessFactors, Cyber Recruiter, Silk Road TMS, Attendance Counts, Merlin Incident Management*

PROFESSIONAL EXPERIENCE

BAE Systems – Combat Vehicles, San Jose, CA

03/18 – Present

International .defense contractor. Site focuses primarily on tracked and amphibious vehicle markets serving US and international defense customers.

Site HR Manager

{450+ associates; people manager}

- Partner with site leader in proactively identifying and resolving people challenges.
- Manage labor relations for site.
- Influence site leadership team in creating a workplace culture where people want to come to work and tell all their friends about it.
- Coach managers in resolving employee and labor relations matters through interviews and investigations; recruiting and retention strategies working with local managers and national resources.
- Train and assist management with coaching and performance management activities.
- Monitor and implement applicable CA state and federal human resource laws to ensure compliance.
- Troubleshoot benefit and payroll problems.
- Facilitate employee talent and retention programs.
- Partner with Talent Acquisition team to identify and select high potential candidates and employees.

Umpqua Bank, Vancouver, WA

02/17 – 03/18

\$25b regional bank with 300 stores in WA, OR, ID, NV, and CA with 4,300+ associates. Support 950+ back office associates, including executives, directors, managers, supervisors to make the following work happen: Organizational development to include reorganizations and assessments and department redesign; workplace engagement; merit planning; performance reviews; job design, descriptions, & analysis; staffing modeling; business metrics; succession planning and talent/retention strategies. Business units include IT, Finance,

Marketing, Facilities/Procurement/Real Estate, Marketing, Customer Operations Service & Support, Corporate Communications, Internal Audit, and Legal.

Senior HRBP

{950+ associates; individual contributor}

- Partnered with largest three business units to conduct reorganizations yielding cost savings, consolidated workspaces, or job realignment, managing change with department executive.
- Led engagement efforts in three business units resulting in increased productivity through trust of leadership and greater, more effective and regular communication.
- Spearheaded new leader assimilations producing self-reported camaraderie and cohesion among coworkers and increased confidence in leadership.
- Succession planning and talent management with stakeholders increasing retention and creating positive workplace culture.

United Natural Foods, Inc. [UNFI], Ridgefield, WA

7/07 – 3/16

North America's largest distributor of whole, natural, organic, and specialty foods to retail stores [such as Whole Foods Markets, Chuck's Produce, Vitamin Cottage, and many others] with 8500+ associates nationally and over 88,000 SKU's.

Human Resources Manager

6/15 – 3/16

{200 associates locally; 2 direct reports}

HR Manager performing all HR duties while leading the HR function at the local level, supporting national policies and responsible for assisting in staffing three distribution centers in the 11 state Pacific Region.

- Influenced General Manager on unit restructure to integrate small business unit [approximately 25 associates] into overall site HR responsibilities.
- Partnered with site leadership to "right size" workforce through attrition instead of laying off associates.
- Provided training to site leadership [supervisors to General Manager] on employment law updates to maintain progressive edge and avoid potential litigation.

Human Resources Manager

6/14 – 6/15

{368 associates locally; 3 direct reports + 2 temps}

Responsible for overall day to day HR functions for this startup 509K ft² organic foods distribution center in Montgomery, NY. Drive culture of positive engagement through employment life cycle – branding to hire to retention. Ensure implementation and application of policies & procedures while maintaining positive workplace.

- Full cycle talent management to staff 509K ft² distribution center, working with regional leadership to create staffing plans in alignment with company growth initiatives.
- Maintained key community partnerships to drive potential job candidates to our facility for hard to fill positions [Class A drivers and qualified warehouse selectors/receivers/inventory control associates].
- Influence business unit leaders on performance management and coaching associates for success through 1:1 coaching and training and development classes.
- Achieved staffing milestones for five business phases from 0 to 311 associates in six months resulting in adequate staff to receive/ship the product timely to our customers; including operations managers, supervisors, and filling various skilled and nonskilled warehouse roles.
- Key member of national project team to implement new performance management system for 80% of workforce [warehouse workers and Class A CDL drivers].
- Created process to obtain \$3.6mm benefit from Empire State Development over 10 years.
- Instrumental in developing workplace culture to remain union free through developing and leveraging employment brand.

Project Manager – OD/HR

5/13 – 6/14

{Individual contributor}

Responsible for ensuring UNFI maximized incentive monies offered by state and local governments for job creation in new markets [Racine, WI; Hudson Valley, NY; Prescott, WI; Gilroy, CA] and documented this process in a playbook for widespread use, capturing lessons learned.

- Persuaded National Director of Talent Acquisition and HRIS in developing employment brand to introduce UNFI to the communities in which we were building distribution centers.
- Established foundational process to ensure receipt of \$3.5mm over five years and \$425K in training credits from State of WI.
- Coordinated local hiring events utilizing HR professionals across the country to interview and hire operations managers, supervisors and various skilled and nonskilled warehouse roles.

- Formed relationships with providers for drug screens, DOT physicals, and physical capacities tests and negotiated service levels.

Human Resources Manager

7/07 – 5/13

{181 associates locally; 2 direct reports}

Greenfield facility. Responsible for all day to day HR operations and creating culture of engagement with employees at all levels in the functional areas of hiring, employee relations, training delivery and coordination, and implementing policies and procedures.

- Developed relationships with site leaders to provide effective leadership development, succession planning, coaching, and team building activities designed to increase employee engagement.
- Created performance management and corrective action processes and influenced General Manager to implement as presented.
- Developed and delivered New Employee Orientation (NEO) that resulted in engaged employees, receiving recognition and praise from corporate leadership; participated on national on boarding task force, which implemented 70% of NEO created by my team.
- Initiated development of “Vest of the Best” peer recognition process resulting in ownership of site vision and beliefs and addressing key need of people for recognition for the job done.
- Key member of national project team to implement a “military first” hiring campaign based on programs already created in Ridgefield distribution center.

ST JOHN MEDICAL CENTER – PEACEHEALTH, Longview, WA

12/04 – 07/07

{1580 employees; Individual contributor}

PeaceHealth is a not-for-profit health care system with medical centers, critical access hospitals, medical clinics and laboratories located in Alaska, Oregon and Washington.

Senior HR Consultant

Business partner to one-third of hospital, including CEO and clinics (staff and 50 clinicians; working with my partners in all aspects of employee and labor relations, organizational development, recruitment, and performance management.

- Coached supervisors, managers, directors, and vice presidents in applying organizational change principles to work units to engage employees in the business.
- Managed labor relations, effectively resolving grievances through facts and proactive union-labor relationship.
- Partnered with executive leadership to develop workforce planning and then recruit orthopedic surgeons for new practice, representing a significant projected revenue stream for hospital.
- Implemented organizational development process within two business units, yielding greater cohesion and camaraderie amongst coworkers as measured in engagement surveys.
- Developed investigation process with three other HR business partners for site implementation.
- Conducted various employee and labor relations investigations with recommended resolutions, complying with system policy and state/federal law.

EDUCATION, TRAINING, & VOLUNTEER EXPERIENCE

B.A., Management of Human Resources, George Fox College, Newberg OR

SHRM – SCP

Southwest Workforce Development Council Member and Board Chair

Certified Compensation Professional [CCP]

Crucial Conversations Trained

AAA Mediation & Arbitration

Achieve Global – Leadership, Listening, & Coaching

Certified DDI Trainer/Facilitator

PROFESSIONAL AFFILIATIONS

World at Work

Society of Human Resource Management [SHRM]