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Resume Title: Candidate for Communications/Human Resources – Atlanta

### SUMMARY

Senior Communications Professional providing project management expertise and experience to effectively communicate policies, processes, programs and services. Strong team player and detail oriented while keeping sight of the big picture and end goals. Areas of expertise include:

- Mergers & Acquisitions
- Employee On-boarding
- Employee Engagement
- Writing/Editing
- Product & Program Collateral
- Ethics/Compliance Programs
- Human Resources Programs
- Organizational Announcements

### EXPERIENCE

HEWLETT-PACKARD (HP), Atlanta, GA

**Communications Program Manager, Global Internal Communications (2004 – 2008)**

Deliver world-class communications that engage employees in programs and services which accelerate business success and provide operational excellence.

- Established Merger & Acquisition communications lifecycle processes, tools and templates for use by all businesses and functions communicators.
- Created strategy and plan for introduction of new global New Employee Orientation program which standardized the on-boarding experience for new employees and resulted in the reduction of development and deployment costs.
- Developed and implemented web-based HP Orientation Center which provided managers and employees with learning tailored to their needs by enabling access to corporate, regional and business-specific modules.

- Collaborated with senior management team in the development and distribution of materials for annual employee survey for 150,000+ employees resulting in over 87% participation company-wide.
- Facilitated the deployment and monitored ongoing participation of yearly Standards of Excellence training curriculum (including Standards of Business Conduct) ensuring 100% completion company-wide.
- Participated in establishment of “Ask HP” (employee inquiry and feedback system) which resulted in efficient and timely employee responses.

#### **Marketing and Communications Specialist, Global HR Communications (2000 – 2004)**

Communication support (project manager, account manager, writer, and webmaster) for Learning & Development (L&D) organization.

- Development and execution of communication strategies and support materials for company-wide Leadership Training Program for over 16,000 executives and managers.
- Selected for role of managing editor for Learning & Development Newsgram and L&D Organization website. Activities included content development, writing, formatting, web publishing and distribution to global HR organization.
- Managed communication for worldwide employee Degree Programs; revamped materials and website, implemented new processes.
- Partnered with program development to assure documented product positioning, segmentation, pricing, anticipated volume and delivery technology.

#### **Product Marketing Manager (1997 – 2000)**

Developed and introduced new strategic marketing programs for contractual and per-incident software support services, and managed the ongoing program maintenance.

- Managed vendor relationships throughout the development and implementation phases of key programs that lead to timely and cost efficient production of collaterals.
- Participated in the creation and facilitation of sales and support training for software services programs.
- Managed complex marketing related projects on behalf of Americas Customer Support Marketing Center (U.S. Canada, Latin America).
- Led cross-functional project teams located throughout the Americas which organized and deployed software services programs that resulted in increased contract retention rates.

#### **Business Process Analyst (1993 – 1997)**

Created standardized processes and tools for managing projects used for virtual teams creating more consistent expectations and deliverables for team members and stakeholders.

- Developed, introduced and managed the ongoing maintenance of new strategic marketing programs on behalf of the Americas Customer Support Organization (U.S. Canada, Latin America).
- Process Owner for selected contractual administrative related applications and configuration and tracking tools.
- Coordinated testing and implementation of new software releases for contractual support related applications in the United States and Canada.

## OTHER PROFESSIONAL EXPERIENCE

HEWLETT-PACKARD (HP), Mountain View, CA

**Product/Market Analyst** (1987 – 1993)

**Support Agreements Administrator** (1985 – 1987)

**Training Registrar** (1985)

## EDUCATION

*Bachelor of Science, General Business Administration, Arizona State University*

## MEMBERSHIPS

*International Association of Business Communicators (IABC)*

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