

SANDRA HOLMES

Denver, CO | 970.980.1375 | jessica@jrcprofessionals.com | www.linkedin.com/in/jessicacoppens/

STRATEGIC HUMAN RESOURCES BUSINESS PARTNER

Empowering People, Navigating Business Demands, & Positioning HR as Value-Added

RECRUITMENT | CHANGE MANAGEMENT | PEOPLE STRATEGY & ENGAGEMENT | ORGANIZATIONAL AGILITY

TENURED & DRIVEN HUMAN RESOURCES BUSINESS PARTNER – collaborating with leaders, teams, and colleagues to identify opportunities, strategies, and solutions that overcome challenges and introduce change inside evolving businesses. Strong leadership prowess with a growth mindset – building and deploying comprehensive human capital strategies that encompass talent acquisition; diversity, equity, and inclusion; leadership development; culture enrichment; and employee engagement.

HIGHLY APPLAUDED FOR INNOVATIVE APPROACH to rewards programs, benefits, and compensation plans – boosting retention while decreasing cost. Emotional intelligence to build people-first cultures centered around team building, accountability, leadership development, and workforce optimization. Collaborative asset and partner to C-level leaders and clients.

CORE COMPETENCIES

Executive HR Leadership
Change Management
Employee Engagement
Employee Relations

Benefits & Rewards Programs
Business Partner Support
Performance Management
Culture Creation / Team Building

Talent Acquisition & Retention
Succession Planning
Organizational Development
Compliance & Employment Law

EXECUTIVE EXPERIENCE

MEDICAL GROUP – DENVER, CO | 2018 – PRESENT

SENIOR RECRUITER

Entrusted to transform HR processes while leading as consultant, recruiter, and human resources business partner across 20+ primary and specialty care services locations and home care division for the Bronx and Westchester County. Recruit, interview and screen all levels of clinical and non-clinical applicants. Analyze and select recruitment media.

- **Rapidly filled 127 requisitions in only 6 months** – some open for 1+ years.
- **Cultivated and deepened relationships with sites and site leadership** to uncover staffing needs, optimize processes, and ensure seamless operations.
- **Aligned clients and unions** to ensure compliance and mutual working partnerships.
- **Trained and coached hiring managers throughout recruitment and selection process** to elevate skill set surrounding policies, applicable laws, and functionality of applicant tracking system.

NURSE SERVICES – FORT COLLINS, CO | 2017 – 2018

HR & STAFF DEVELOPMENT MANAGER

Drove full spectrum of human resources, recruitment, workforce and succession planning, total rewards, benefits and compensation, and training program development across 4 Connecticut locations with 415 employees. Acted as a strategic human resources business partner to senior leadership across engagement, employee relations, performance management, and compliance.

- **Decreased open requisitions 35%** through best practice lifecycle recruiting – hired over 50 clinical and non-clinical staff.
- **Built engaging on-boarding program from ground up** complete with new hire orientation, 90-day acclimation plan, and compliance and regulatory training. Practice still in place today.
- **Generated 9% headcount reduction** by deployment critical process enhancements and operations cadences.
- **Partnered with director** to develop and expand hospice program and community support services.

SMITH & PARTNERS – DENVER, CO | 2015 – 2017

SENIOR HEALTHCARE RECRUITER

Executed full-cycle recruitment for healthcare and healthcare IT candidates in the Midwest region. Owned complete scope of candidate interviews, reference checks, networking, and candidate marketing. Facilitated customer relationship management alongside staffing, evaluations, and pricing.

- **Developed niche within hospital alliances through** cold calling, networking, and candidate pool development.
- **Earned President's Club Award** for sales excellence in December 2016.

COMMUNICATIONS (HEADQUARTERS) – DENVER, CO | 2003 – 2015

EMPLOYEE RECOGNITION & INCENTIVES MANAGER (2009 – 2015)

Headed employee recognition program supporting 186K represented and non-represented employees, \$17M global (50 countries) total rewards budget, and compensation consulting for 5K employees. Positioned as a value-added resource to senior leadership – delivering insights into organizational design across new role creation, span and layer, reductions in force, and talent acquisition.

- **Executed seamless year-end compensation cycle for 4 lines of business** – delivered 10% increase in retention.
- **Deployed enterprise-wide compensation planning** and performance management system.
- **Responded to major audit with FLSA reclassification of 750+ employees** – trained to educate managers and supervisors.
- **Applauded with Ovation award** after exceeding demands of compensation lead role after sale of business to Frontier Communications – supported over 11K employees impacted.
- **Partnered on key RFP to consolidate employee recognition vendors** – successfully reduced vendors from 4 to 1 across all areas of Verizon and won "Recognizing You!" award.

HR BENEFITS SPECIALIST (2008 – 2009)

Led complete benefits oversight including vision, dental, life, and long-term care programs within COE for 900K represented and non-represented employees, retirees, and their dependents. Managed vendors, RFPs, and development programs in alignment with employee, regulatory, and legal requirements. Reviewed and updated SPDs to ensure accuracy of plan provisions.

- **Acted as member of the benefits strategy development team** and guided as healthcare vertical team-lead.
- **Defined content for enterprise employee portal** resulting in enhanced internal communications for 160K employees.
- **Drove down ASO fees 10%** through key migration of call volume to online support services.

SR TALENT ACQUISITION SPECIALIST (2003 – 2008)

Promoted from talent acquisition specialist to head full life-cycle recruitment with core focus on meeting diversity objectives across various lines of business. Cultivated strong relationships with talent sources.

- **Effectively recruited and filled 400+ positions.**
- **Acted as instrumental HR business partner** supporting talent and performance management, succession planning, training, organization assessment, and career development for 20K employees across 5 organizations.

EDUCATION | CERTIFICATIONS

MASTER OF SCIENCE – ORGANIZATIONAL MANAGEMENT / HR DEVELOPMENT | Colorado State University

BACHELOR OF ARTS – COMMUNICATION ARTS | Colorado State University

CERTIFICATIONS:

- **Senior Professional in Human Resources (SPHR)** | Human Resources Certification Institute
- **Senior Certified Professional (SHRM-SCP)** | Society for Human Resources Management
- **Certified Diversity Recruiter (CDR)** | AIRS