



Over thirty years of effective diversity recruiting and partnering with clients to find, recruit, hire, and retain the best fit for their organization.

PIPELINE

DIVERSITY CANDIDATES

OCTOBER 30 2007

In the course of completing client assignments and networking, Diverse Workplace (www.diverseworkplace.com) has screened/interviewed the following diversity candidates, who are currently exploring new opportunities and who asked us to bring their credentials to your attention. If you would like to discuss anyone listed, please contact Frank McCarthy: frank@diverseworkplace.com (508-350-0053)

FINANCE

VP MANAGER OF FINANCE & STRATEGIC PLANNING – Results driven finance executive with experience building and motivating high performing staff, emphasizing creativity, productivity, and technical excellence with the ability to swiftly adapt to change in the consumer products and manufacturing industries. Began with this \$12 billion company twenty years ago and rose through the ranks to senior executive. Positions held included Financial Analyst, Senior Cost Analyst, Assistant Manager of Cost Accounting, Finance Project Manager (Canada), Industrial Accounting Manager (Manufacturing Center), Factory Controller (England), Sr. Project Implementation Manager (to implement SAP financial reporting for entire company.) BS Accounting and Finance, MBA. *Salary: \$155,000 with \$40k bonus.* Will relocate.

FINANCIAL ANALYST – Extensive experience in the finance industry with emphasis on vendor management applications, financial analysis, administering financial activities of program with annual operating budget of \$50 million. Managed account analysis projects. Directed continuous assessment of the financial stability of dependent suppliers – this process became the prototype for the corporate process used for federal reviews and resulted in reducing relationship risks. Degree in Mathematics and Statistics. *Salary: \$65,000.* Interested in Massachusetts, RI and NH opportunities.

SENIOR BOOKKEEPER/non-profit organization – Wide range of financial and administrative responsibilities encompass: full charge bookkeeping, administration and maintenance of receivables, payables and tuitions, monthly reporting for various state contracts, purchasing, monitoring and managing payroll services. Previously had 15 years experience as financial analyst with major health plan. *Present salary: \$28,500 with no benefits.* Interested in downtown Boston opportunities.

CALL CENTER OPERATIONS

SVP GLOBAL CLIENT SERVICES & SERVICE DELIVERY/Financial Services Organizations - Directs all operations for multiple contact centers that provide services to corporate and government clients. Responsible for a combination of owned and outsourced national call center capacity to service millions of customers. Developed strategy to introduce telephone technology to allow for better call metrics and efficiencies. Directed countrywide customer service centers, including call center and administrative services and support with a combined staff of 1100 employees. *Present salary: \$164,000 + bonus of \$45,000.* Interested in Philadelphia, the Mid-Atlantic Region, Boston and Hartford.

NEW PRODUCT LAUNCH LEADER/OPERATIONS MANAGER – Lead a multi-function operations team consisting of four direct reports and 60 front line customer service representatives of a call center that handles over one million business to business calls per year plus 300,000 non-phone transactions.

The center services over 4 million policies in force, processes 1.4 million new agreements per year (\$1.2 billion written premiums) and 1.5 million claims. Has a record of delivering high impact results in a multitude of complex call center process improvement projects. Excellent management skills, change agent attributes, in-depth understanding of continuous improvement tools. Undergraduate degree in Industrial Engineering; 24 credits completed on an MBA. *Present salary: \$122,564. + 10% bonus.* Fully bilingual (English and Spanish). Willing to relocate nationwide.

DIRECTOR OF CUSTOMER SUPPORT, SUPPLY CHAIN SERVICES – Director for two National Customer Service Sites serving over 70,000 customers nationwide for a major pharmaceutical and medical supply company. Accomplishments include improved use of existing technology resulting in the reduction of staff by 15 FTE, directly impacted expenses with a reduction of \$500,000 per year while improving service level significantly. Utilized contact center methodology to educate customers on the benefit of using email communications, decreasing the number of inbound calls to CSRs. Relocation preferences: New England, Mid-Atlantic and Southeast. *Present salary: \$87,000.*

CUSTOMER SERVICE MANAGER/Medical manufacturer – Managed daily operations of customer service call center, oversaw three supervisors and 50 customer service representatives. Experienced in staff development, hiring, operational integration, project management and performance metrics. Worked closely with four divisional sales and marketing teams on product introductions, discontinuations, and promotions. *Present salary: \$75,000.* Wants to remain in Boston area.

DIRECTOR OF SALES

DIRECTOR OF SALES/Minority-owned business specializing in green solutions for remanufactured laser toner and imaging supplies. Served as Pharmaceutical Territory Manager and Pharmaceutical Sales Representative with two national pharmaceutical leaders. Previous experience as healthcare contract administrator, health center provider relations consultant and community liaison for major medical center. Interested in MA and RI opportunities.

DIRECTOR OF TECHNOLOGY

DIRECTOR OF TECHNOLOGY – Had primary responsibility for the overall planning, development, coordination and evaluation of the information technology resources for a Midwestern state. Directed 304 projects with an estimated budget of \$1.9 billion. She has over ten years of comprehensive experience in information technology, strategy, planning and management for improved performance of large corporations and government entities. Significant expertise and hands-on experience with Customer Relations Management Systems (CRM) and business and technology integration. Her experience includes the leadership, management and successful remediation of several high profile technical projects-in-distress. Undergraduate and graduate degrees in Anthropology, PhD candidate Instructional Design & Technology. Interested in national or international opportunities. *Last salary: \$110,000.*

HEALTHCARE

PRACTICE ADMINISTRATOR/Major Medical Center – Wide range of duties and responsibilities include: managing a \$2 million budget; hiring, training, and developing work standards and evaluating performance of professional staff; initiating the credentialing processes for physicians, etc. Accomplishments: compilation and presentation of statistical data to enhance practice process and generate revenue; developed and implemented a marketing campaign which resulted in an increased patient revenue of \$804,000. MS in Healthcare Administration. *Present salary: \$90,000.* Boston area.

DIRECTOR OF CLINICAL SERVICES – Licensed Mental Health Counselor with significant experience and demonstrated expertise in building, training, and managing a mental health staff, interfacing with regulatory agencies, administering consumer programs to insure appropriate nursing, psychological and therapeutic services are provided, and leading a utilization review process. Prior experience included five years as a Mental Health Clinician. *Desired salary range: \$80,000 to \$90,000.* M.S. in Management Science; MA in Industrial and Organizational Psychology. Interested in Massachusetts and RI areas.

PRACTICE ADMINISTRATOR/Orthopedic Surgery – Manages a staff of 25 and direct the daily operational needs of the administrative managed care and clinical functions of the hospital's largest ambulatory unit. Support 20 surgeons who generate over 40,000 patient visits annually and 4,500 calls monthly. Over 10 years experience in healthcare. Strengths include: management, strategic planning, operations systems, customer satisfaction and resource acquisitions. Undergraduate in Communications, Master's in Healthcare Administration. *Salary: \$80,000.* Looking at Boston area opportunities.

MANAGER, PATIENT FINANCIAL SERVICES/Major Hospital – Responsible for the billing, collection, financial counseling and cashiering processes. Excellent experience in trend analysis, financial reporting, metrics, and resources management. *Salary: \$78,000.* Interested in opportunities from Boston to Providence. MS Healthcare Administration.

HUMAN RESOURCES

DIRECTOR OF DIVERSITY – Led a multi-dimensional diversity strategy engaging senior executive leaders tying strategy to employment and culture transformation in an 11,000 employee organization. Reconstituted a senior executive level diversity council to develop the corporate-wide strategic plan for diversity. Designed and implemented a three year Strategic Plan to support cultural transformation. Collaborated and built strong partnerships between colleagues and leadership team members considering best practices in program designs. Developed a system-wide training program in the areas of Sexual Harassment Prevention, Diversity/Cultural Competency; 9,000 completed training in 10 months. Prior experience includes Director of a major non-profit organization and university development work. *Present salary: \$110,000.* Interested in relocation.

VP HUMAN RESOURCES – Comprehensive award winning HR background with pre-eminent Fortune 50 financial services and multi-national technology services organizations. Experience encompasses a legal background, strong generalist qualifications, strategic management and hands-on leadership in leading innovative/progressive approaches to optimizing people and knowledge management. Accomplished in executing important business mandates, integrating HR strategies with large-scale mergers and acquisitions, diverse field sales organizations, compensation strategies and the assimilation of senior talent during times of major changes. Led all HR activities for a \$17B, 20M employee division of a major NY corporation. *Last total compensation: \$250,000 (base salary: \$225,000).* Looking at opportunities in NYC, Philadelphia, Delaware, VA, and North Carolina.

VP DIRECTOR OF RECRUITING AND DIVERSITY – Senior HR Leader with proven ability to align operations in support of business goals and to execute and drive service delivery models that improve quality, efficiency, and expense reduction while building organizational partnerships. Restructured and aligned a global staffing organization and drove process improvement in the recruiting service delivery model. Results included alignment of recruiting resources by line of business, the implementation of applicant tracking and manager self-service technology. Accountable for and directed: Shared Services Employee Call Center, Benefits Administration, US Staffing, Payroll and Relocation Services, HRIS, Workforce Metrics. Oversaw total department budget of \$158M and managed staff of 47 employees. **Bilingual:** English and Spanish. *Salary: \$185,000 + \$37,000 bonus.* Will look at opportunities in the Greater NYC area.

DIRECTOR OF HUMAN RESOURCES – MBA with ten years of strategic and operational HR experience. Hired as a business partner and the head of HR for a rapidly growing new company. Built the HR department from the ground up, which included development of HR strategy and the design and execution of all programs and budgets. Developed and implemented the recruiting strategy resulting in 100% increase in employee size within the first year. Recruited and hired employees at all levels including the company executives. Designed and implemented a leadership development program, a performance management program, company benefits program and a compensation program. *Present salary: \$125,000 + 25% bonus and stocks.* Would like to remain in the Boston – NH area.