

JENNIFER MILLER

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VERSATILE, ENERGETIC AND PEOPLE CENTRIC HR LEADER AND BUSINESS PARTNER WITH MORE THAN 25 YEARS DIVERSE HUMAN RESOURCES EXPERIENCE SEEKING A COMPANY FOCUSED ON GROWING ITS BUSINESS THROUGH THE ACQUISITION, DEVELOPMENT, GROWTH, RECOGNITION, AND ENGAGEMENT WITH ITS PEOPLE.

ASCENTIST HEALTHCARE

10/2022 - PRESENT

DIRECTOR, HUMAN RESOURCES

- **CREATION OF HR PRACTICES AND POLICIES:** Created and implemented all core HR practices, policies, and forms, including Hiring, Separation, Employee File, Employee Training, and NEO processes
- **LED SUCCESSFUL SYSTEMS IMPLEMENTATIONS:** Served as project manager and leader responsible for researching, configuring, and implementing the company wide payroll, timekeeping, recruiting, surveys, and onboarding – realizing cost savings and productivity increases across the organization in 2024. Implemented Recruiting and Performance in Paychex in 2023.
- **LED ORGANIZATION THROUGH SIGNIFICANT BENEFIT CHANGES:** Transitioned organization from a fully insured plan with BCBS to self-funded plan with Meritain, reducing employee premium costs by 15% over the past two years, and implementing a pharmacy program which saved \$300,000 in its first year
- **TALENT ACQUISITION:** Created talent acquisition structure, processes, and forms. Hired 150+ employees on an annual basis. Forged relationships with college and universities to increase talent pool. Negotiated Indeed and LinkedIn processing to support TA efforts.
- **EMPLOYEE RELATIONS & LEGAL COMPLIANCE:** Directed all employee relations and collaborated with outside counsel on terminations, investigations, mediations, claim responses, overhaul of employee handbook and creation of manager handbook, Affirmative Action Plan, Safety and Security
- **COMPLIANCE MANAGEMENT:** Led the organization through the Joint Commission Audit with 100% successful audits in 2023 and 2024, which required significant audit, identification, and recovery of employee documents. Ensured compliance with EEO, ACA, HIPAA, and TJC
- **PAYROLL:** Developed new skills in handling garnishments and 401k contributions, handling payroll exceptions, and partnering with the outsourced payroll provider to ensure accurate and timely processing of payroll
- **HR LEADERSHIP:** Built a three-member team focused on serving our employees in the areas of recruiting, total rewards, training, payroll, compensation, compliance, and employee relations, in addition to ensuring compliance with hospital, CMS, and the Joint Commission standards
- **EMPLOYEE ENGAGEMENT:** Implemented exit interviews and onboarding surveys through Paychex and then UKG to identify and understand new hire concerns and address to ensure retention. Reduced turnover from 35% to 25% YOY

LEGACY RESTAURANT GROUP

11/2021 – 9/2022

VICE PRESIDENT, HUMAN RESOURCES

- **EXECUTIVE GUIDANCE:** Provided thought leadership, recommendations, and guidance in all areas of Human Resources as first VP, HR, and member of executive team
- **STRATEGIC HR:** Built a four member HR team and created a strategic plan focused on serving employees proactively and partnering with the business to achieve customer satisfaction and sales objectives
- **TALENT DEVELOPMENT:** Reduced turnover by 25% in last quarter through development and delivery of Interviewing/Selection Training and an Onboarding & Orientation Program.
- **TALENT ACQUISITION & RECRUITMENT MARKETING:** Developed talent acquisition strategy and budget designed to increase pipeline of talent including collaboration with Marketing Manager for comprehensive recruitment marketing plans, creation of digital, social, and print collateral, and design and creation of careers focused company website
- **TOTAL REWARDS:** Through partnership with my recommended benefits broker and collaboration with executive team, enhanced total rewards package through creation of bereavement and enhanced PTO policies, addition of low-cost medical plan, enhanced and lower cost dental and vision insurance
- **SYSTEMS** Provided leadership and hands on participation in the implementation of Paycor Recruiting and Onboarding platforms
- **COMMUNITY RELATIONS:** Developed and nurtured community, college, high school, and technical school connections designed to create talent pipelines of restaurant staff
- **COMPLIANCE:** Analyzed and selected vendor for Anti-Harassment Training and oversaw initial stages of rollout; Provided feedback and direction on ongoing charges and employee relations situations including selection and hiring of employment law counsel

TVH PARTS CO.

9/2016 – 9/2021

VICE PRESIDENT, HUMAN RESOURCES & DIRECTOR, HUMAN RESOURCES

- **EXECUTIVE GUIDANCE:** Serves on Americas executive management team providing people, legal compliance, and business guidance, supporting the company in 8% year over year revenue growth
- **STRATEGIC HR:** Built a fifteen member HR team and created a strategic plan focused on serving employees proactively and partnering with the business to achieve customer satisfaction and sales objectives
- **TALENT DEVELOPMENT:** Created company's first ever succession planning program and partnered with executives to identify, develop, and promote high potentials. Created and delivered internal career paths and leadership programs resulting in internal promotion rate of more than 36%
- **TALENT ACQUISITION:** Conceived and executed talent acquisition marketing and sourcing strategies and implementation of college recruitment, business operations trainee, and intern programs which lead to system and process improvements, cost efficiencies, & 65% headcount growth over four years
- **ACQUISITION/INTEGRATION:** Led people integration efforts including benefits, compensation, systems, and talent development for three domestic acquisitions
- **PROJECT MANAGEMENT:** Provided project sponsorship, leadership and collaboration for domestic and global initiatives including implementation of global talent acquisition, talent development and learning management systems and employee engagement

surveys

- **BENEFITS SELECTION/ADMINISTRATION:** Partnered with benefits broker and executive management to restructure medical, dental and vision plans resulting in \$400k savings and more employee benefit options
- **COMPENSATION:** Researched and selected compensation partners and developed compensation model for US, Canada, and Mexico now leveraged in talent acquisition and merit reviews
- **EMPLOYEE RELATIONS & LEGAL COMPLIANCE:** Directed all employee relations and collaborated with outside counsel on terminations, investigations, mediations, claim responses, overhaul of employee handbook and creation of manager handbook, Affirmative Action Plan, Safety and Security
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GARMIN INTERNATIONAL

5/2002 – 10/2016

HUMAN RESOURCES MANAGER (RECRUITING/EMPLOYEE RELATIONS, PROJECTS & SUBSIDIARIES), HR SPECIALIST, HR GENERALIST, HR PROJECT LEADER

- **TALENT DEVELOPMENT:** Developed and delivered compensation training, new manager training curriculum, Franklin Covey 5 choices, rewards & recognition and skip level meeting toolkit
- **ACQUISITIONS/INTEGRATION:** HR management, due diligence, talent placement, compensation, employee training and integration for three domestic and two international acquisitions
- **TALENT ACQUISITION:** Conceived and led the first ever Technical and College Recruiting teams resulting in hiring of more than 900 new employees and interns in one year
- **COMPENSATION:** Collaborated with executives to research and develop Garmin's first ever compensation philosophy, practices, and policies. Developed and presented compensation curriculum to North American management Acquisitions/Integrations: HR management, due diligence, talent placement, compensation, employee training and integration for three domestic and two international acquisitions
- **ENGAGEMENT:** Managed associate engagement surveys including conception and rollout of manager engagement results session and engagement action planning toolkit
- **SYSTEMS/PROJECT MANAGEMENT:** Led change management team through implementation of core HRIS system, project management for performance management implementation, analysis, and implementation of onboarding system

EDUCATION

MASTER'S DEGREE IN HUMAN RESOURCES MANAGEMENT, WEBSTER UNIVERSITY, MAY 2022

BACHELOR OF JOURNALISM, UNIVERSITY OF MISSOURI, DECEMBER 1994

SKILLS

Strategic HR direction
Executive and management collaboration
Business partner
Talent Management, Development, and
Acquisition

Project management
Employee Relations & Legal Compliance
Mergers, Acquisitions & Integration
HR Systems (Taleo, SuccessFactors, ADP,
Kronos, Paychex, Paycor, UKG)

COMMUNITY RELATIONS & BOARD ACTIVITY

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|----------------------------------|---------------------------|----------------|
| Boys & Girls Club of Olathe | Board Member | 2017 – Present |
| Olathe Public Schools Foundation | President/Board/Volunteer | 2006 – Present |
| Olathe School District | Business Mentor | 2017 – 2021 |
| Leadership Olathe | Graduate | 2019 |