

CAROL GUTERMAN

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SUMMARY of QUALIFICATIONS:

- Well-organized and self-motivated Human Resources Professional.
- Proven ability to apply creative problem solving and rapport building to drive results in a high-tech, global organization.
- Experience in leading complex, global, cross-functional projects.
- Adept at driving an Integrated Project Plan, including plans for communication, risk management, resource allocation, implementation, metrics, and cost management.
- Skilled in gathering, interpreting, and presenting data to support business objectives.
- Extensive experience in vendor selection and management.

PROFESSIONAL HIGHLIGHTS:

- Managed Human Resource programs and services, including Career Development, Tuition Reimbursement, Service Recognition, on-site Fitness Centers, and Outplacement.
- Composed comprehensive RFIs / RFPs, Scopes of Work, and Service Level Agreements to secure quality program providers.
- Partnered with Sourcing, IT Security, Data Privacy, Legal, and Tax Departments to ensure program compliance.
- Designed effective web content to promote program offerings.
- Developed program budgets and data-gathering processes to measure cost trends and analyze program effectiveness.
- Established strong working relationships with stakeholders to assure program acceptance and success.

SELECTED ACCOMPLISHMENTS:

Program and Project Management

- Increased corporate Career Services program utilization 400% by transforming it from a single Career Center to nine satellite counseling offices.
- Created a Career Services web site, bringing career development resources to a global employee population.
- Partnered with College Recruiting to develop assimilation programs for New College Hires.
- Managed build-out of on-site Career Centers in support of reduction-in-force activity.
- Decreased time required to approve a Tuition Reimbursement application 250% by implementing a web-based application process.
- Rewrote US Tuition Reimbursement policy and implemented processes to ensure compliance with IRS Code.
- Reduced Service Recognition program costs 20% by consolidating individual country programs into a global program.

Vendor and Contract Management

- Negotiated a 25% reduction of Career Services vendor project management fees by recommending an alternative project management model.
- Decreased Tuition Reimbursement program costs 40% by facilitating a vendor change.
- Negotiated with Fitness Center vendor to reduce operating expenses 20% without reducing services.
- Increased Fitness Center vendor accountability by implementing a Vendor Scorecard.

Budgeting

- Streamlined the annual US Fringe \$300 million budget process, improving budget submission timeliness and accuracy.
- Tracked and reported actual US Fringe Benefit expenditures against Fringe budget.

Measurement and Analysis

- Designed and implemented an automated Career Services metrics system, eliminating costs associated with a manual process.
- Created a Benefits Dashboard to analyze effectiveness of Benefits programs and services.

Collaboration

- Led complex, global, cross-functional project to standardize account codes for Fringe Benefit expenditures.
- Participated in several cross-functional teams, including Retention Team, HR Metrics Round Table, Business Partner Outsourcing / HR Network, Shared Resources Committee, Reduction-In-Force Core Team, and Global Talent Management and Reward Framework Development Team.

Communication

- Designed a Career Services brochure for inclusion in new hire packets.
- Presented at several major conferences on corporate career development initiatives.
- Prepared documentation for Tuition Reimbursement and Involuntary Separation appeals.
- Composed CEO's congratulatory messages for Service Recognition certificates.

EMPLOYMENT:

1996 – Jan 2010 Sun Microsystems, Inc., Santa Clara, CA
Benefits Specialist 4 and HR Representative 4
Career Services, Employee Services, Global Benefits

Other Employment Komatsu America International Company, Hayward, CA
Business Analyst, Facility Supervisor

Santa Barbara Business College, Fremont, CA
Instructor – Professional Development

EDUCATION:

HR Management Certificate (In Progress), California State University East Bay, Hayward, CA
M.B.A., Management Sciences, California State University, Hayward, CA
Teaching Credential, California State University, San Diego, CA
B.A., Social Sciences, California State University, San Diego, CA

RECENT PROFESSIONAL DEVELOPMENT:

The Four Disciplines of Execution (Franklin Covey)
Influencer Training (Vital Smarts)
Toastmasters' International, Speechcraft Series

VOLUNTEERING:

American Red Cross, Disaster Preparedness Instructor
CERT Member, Union City