**Karen Haddigan 56 Starr Road, Reading PA** **haddigan13@gmail.com** **610-248-6740**

**Objective:** To apply my diverse Human Resource Experience, versatile business skills and education in a

progressive organization that acknowledges committed professionals and appropriately rewards

performance.

**Professional Experience**

**Impulse Payments - June 2018 – Present**

**Account Specialist/Lead Generator**

* **Obtain processing statements from merchants who fall within the stated credit policy of the company**
* **Submit credit card processing statements to company for further action**

**Nazareth Pallet Company, Inc. October 2017 – January 2018**

**HR Manager**

* Managed the entirety of the company’s payroll and benefit programs working in conjunction with upper management
* Conducted wage surveys to determine competitive labor rate
* Planned and conducted new employee orientation and training with respect to company’s policies and procedures while identifying compliance of legal requirements
* Modified the Company’s Handbook for distribution in 2018

**Snyder Technologies, LLC. Bethlehem PA February 2017 – May 2017/Contract Position**

**HR Director**

* Managed Human Resource administration for two financial offices
* Communicated, implemented and administered HR policies and procedures
* Created new job descriptions for the staff at the two locations
* Recruited, screened, interviewed and on-boarded all new staff
* Supervised Unemployment claims and hearings
* Responsible for payroll for the two offices

**Hodges Technologies, Inc. 2012 – 2017**

**Sales & Client Relationship Manager**

* Prospected, networked and secured new clients for the company
* Serviced the needs of current and future clients and ensured customer satisfaction
* Made sure all policies, procedures and standards were compliant
* Performed office functions as needed

**Continuiti National Interim HR Staffing**

* **Contract Assignment with Avantor Performance Materials, Phillipsburg NJ**

**Labor Relations Coordinator - November 2013 – April 2014/Contract Assignment**

* + Organized past contract documents
	+ Gathered Grievance information and formalized in presentation format
	+ Gathered external wage survey information of comparable companies
	+ Organized a Skill Based Work System
	+ Supported Labor Contract Negotiations
	+ Finalized after ratification Avantor’s Collective Bargaining Agreement

 **Phillips Feed Service, Inc. 2007 – 2012**

**Human Resource Manager**

* Managed Human Resources for entire company including six distribution facilities,

 transportation departments as well as a corporate location consisting of over 700

 employees

* Acted as a key component in a Union Campaign against the company, facilitated

 employee meetings and held ongoing dealings with the Labor Relations Board in

 Harrisburg PA. Experience in Collective Bargaining Agreements and grievances.

* Contributed in the acquisition of two competitive companies
* Coordinated/Managed the random drug screening program
* Communicated, implemented and administered HR policies and procedures, conducted training
* Directed benefit administration, served as the 401(k)- plan administrator
* Served as Chairperson of employee safety committee; Conducted safety meetings and
* implemented changes related to employee safety
* Reduced the Worker’s Compensation premium by five (5) %
* Held three (3) successful Well Fairs
* Managed and maintained the workers compensation claims process
* Coordinated employee goodwill events and programs including service award

 program, luncheons, and employee picnics

**Best Western LV Hotel formerly Gateway Conference Center Bethlehem PA**

**Human Resource Director** – Holiday Inn and Hampton Inn & Suites 1996 – 2007

* Directed biweekly payroll process for over 200 associates
* Administered benefit programs, including life, health, dental and disability

 insurance, 401(k), vacation, sick and leave of absence

* Safety Director and safety committee chairperson; conducted monthly meetings,

 investigated accidents, prepared appropriate reporting and served as company liaison

 for insurance carrier

* Coordinated Worker’s Compensation report/record maintenance, representing organization at all personnel-related hearings, including Worker’s Compensation and Unemployment Claims
* Directed Annual Performance Appraisal process for all departments to document and

 ensured specific, consistent standards and effectiveness for each position in the

 organization

* Recruited, screened, interviewed and hired a diverse workforce for all departments,

 conducted job fairs, utilized executive recruiting services, internet sources and

 newspaper advertising while maintaining a strict budget

**Education**

**Human Resource Management Certification Moravian College, Bethlehem PA**

**Management Certification Northampton Community College, Bethlehem PA**

**Paralegal – Associates Degree McCann School of Business, Reading PA**

**Member of SHRM and a VIP Member of the National Association of Professional Women**