

YVONNE ALFONSO LIEVANO, MS, SPHR, SHRM-SCP

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PROFESSIONAL SUMMARY

Human Resource Executive with over 24 years of professional human resources experience in aligning HR strategy with business objectives. Skilled in collaborating with executive management to drive and deliver bottom-line results. Expertise includes:

- Recruitment and Retention Strategies
- Policy Development/Execution/Delivery
- Employment Law and Compliance
- Training & Development
- HR Strategy and Business Alignment
- Benefits & Compensation
- Mergers, Acquisitions & Divestitures
- Employee Retention & Engagement

EDUCATION

MS, Masters of Science in Management - Human Resources, Florida International University, 2003

BBA, Bachelors in Business Administration, Florida International University, 1996

Major: Human Resources, Minor: Industrial Organizational Psychology

SHRM-SCP, SHRM Senior Professional in Human Resources Certification, 2015 & Current

SPHR, Senior Professional in Human Resources Certification, 2003 & Current

EXPERIENCE

Oct. 2004 to Present **Florida International University**, Miami, FL
Adjunct Professor – Masters in Science in Management - HR - Critical Thinking Class

Oct. 2012 to Present **Kingsway America**, Itasca, IL
Vice President - Human Resources

I oversee a national HR team which supports the entire Kingsway group of companies in the following states: FL, IL, & MN. My major areas of responsibility include:

- Alignment of HR strategy and business strategy by developing, contributing to, and supporting the organization's mission, vision, values, strategic goals and objectives.

Projects Include:

-Kingsway divested Assigned Risk Solutions to National General Insurance in NY and NJ. I successfully lead my HR department in transitioning 200 employees to the buyer employer. This included integrating them into the buyer's payroll, benefits, policies and procedures.

-Kingsway did an Initial Public Offering (IPO) of Maison Insurance Company. As a result, Maison would no longer be a wholly owned Kingsway subsidiary. My team and I trained and advised Maison, via a transition services agreement, for 6 months to ensure that they would create a standalone HR function.

-Kingsway acquired Insurance Warranty Services in IL and FL. I successfully lead my HR department in on-boarding 60 employees. This included integrating them into our payroll, benefits, policies and procedures. Assessed potential risks and made decisions regarding honoring tenure.

-Kingsway acquired Trinity Warranty Services in IL. I successfully lead my HR department in on-boarding 17 employees. This included integrating them into our payroll, benefits, policies and procedures. Assessed potential risks and made decisions regarding honoring tenure. These employees were all treated as new hires.

-Managed the merging of three non-standard auto companies into one managed out of three locations to reduce scale issues and create efficiencies at all employment levels.

- Participated in and facilitated strategic planning meetings to define and communicate the core purpose, core values, strategic pillars and thematic goals for the insurance division of Kingsway.
- Workforce planning and employment including developing, implementing, and evaluating sourcing, recruitment, hiring, orientation, and succession planning.

Projects Include:

- Sourced and implemented a new applicant tracking system in one of our business units: Mendota Insurance Company.
 - To support the growth of the Mendota Insurance Miami Claims' office, over 15 positions were successfully filled in the span of a month to support increased workloads.
 - Successfully downsized Trinity Warranty Services to meet salary budgets. All employment releases were signed.
 - Successfully downsized the Florida office of the Non-Standard Auto division by 40% in a year. All employment releases were signed.
 - Effectively researched and avoided triggering WARN in the Non-Standard Auto division. The reduction in force plan spanned a two-year term and impacted three locations.
- Responsible for Human Resources Development which includes developing, implementing, and evaluating activities and programs that address employee training and development, performance appraisal, and talent and performance management.

Projects Include:

- Researched and re-vamped the corporate Executive Performance Appraisal process. The new appraisal process involves an employee self-appraisal and it is in the form of a narrative.
 - Worked on a Non-Compete/Consideration agreement for an Executive of Insurance Warranty Services.
 - Updated our policies in the Corporate Governance section of our website: Code of Business Conduct and Ethics Policy and the Whistleblower Policy.
 - Worked with my HR team to review all new hire forms and create a new onboarding checklist and package.
 - Hired a trainer for the Non-Standard Auto division. Defined the training function for this division by ensuring that a needs analysis was conducted a 90-day plan was created to improve performance in areas such as systems and new hire training.
- Developing, implementing, and evaluating compensation and benefits programs for all employee groups across the enterprise.

Projects Include:

- Researched and implemented an Executive Deferred Compensation Plan. Worked with ERISA counsel to create an SPD, create a beneficiary form and file the plan with the DOL.
- Researched and revised the Kingsway America Severance Plan. Worked with ERISA counsel to create the plan, the SPD, board resolution and new employee release agreement.
- Researched and worked with consultants to update the Kingsway America compensation structure.
- Researched and deployed two new employee paid benefits EyeMed Vision and a 529 College Plan.
- Researched and executed a new Executive Perk: Mayo Clinic health screenings for our Executive Team.

- Created new Benefit Open Enrollment materials including a colorful, magazine style benefits' guide.
- Researched and implemented an Employee Share Purchase Plan. Worked with ERISA counsel to create an SPD and sourced vendors to administer the plan. Created a campaign to promote and increase participation in the benefit.
- Worked with insurance brokers to review medical and dental benefit benchmark studies to capitalize on various strategic opportunities to reduce cost and in some cases provide a more competitive benefit package.
- Negotiated an annual price decrease of our payroll administrator (ADP) contract that impacts the entire organization.
- Migrated over 125 employees from a bi-weekly payroll to a "current" semi-monthly pay period.
- Developing, implementing, administering, and evaluating the workplace in order to maintain relationships and working conditions that balance employer/employee needs, rights and relations.

Projects Include:

- Effectively investigated and resolved two separate Whistleblower hotline complaints.
- Effectively investigated and resolved a hostile work environment harassment complaint.
- Effectively managed the termination of an employment contract of a Sr. Executive.
- Worked with management, the WC carrier and counsel to effectively manage and mitigate the exposure on a frivolous WC claim of a termed employee.
- Risk Management which includes developing, implementing, administering, and evaluating programs, procedures, and policies in order to provide a safe, secure working environment.

Projects Include:

- Launched and coordinated the Prudential Pathways Financial Wellness Seminars for employees. It was a series of 5 seminars promoting financial health.
- Launched the Smart Choice Wellness Campaign. Scheduled and organized meetings to promote healthy behaviors across the enterprise.
- The HR team placed a greater emphasis on safety and we reviewed all accidents across the enterprise. A safety committee was established to address the number of accidents.
- Worked with WC carrier and ergonomic consultants to do an analysis of all claims for the past 6 years. Set a goal to get the experience mod back to 1. We established a quarterly call to review claims and two bi-annual webinars on office ergonomics and slips and falls.

Oct. 2009 to Oct. 2012 **Hamilton Risk Management/Kingsway Amigo Insurance, Miami, FL**
Assistant Vice President - Human Resources and Administration

May 1995 to Oct. 2009 **Hamilton Risk Management, Miami, FL**
HR Director, HR Manager, HR Generalist, HR Recruiter/Specialist and HR Assistant
 Since May 1996, I promoted to various HR positions within this Company.

April 1992 to June 1995 **C.A.P. Engineering Consultants, Inc., Coral Gables, FL**
Human Resources / Accounts Payable

SKILLS

Computer Skills in: Blackboard, Microsoft Office, and working knowledge of Access and SPSS.
 Proficient in ADP's Workforce Now including PC Payroll, HRB, and EZLM

Languages: Speak, read and write English and Spanish. Fully Bi-lingual.

OTHER

Greater Miami Chamber of Commerce – Leadership Miami Graduate, 1997
SHRM National Member and GMSHRM member since 2002
Involved with the following charities: Kids Hope United, The Women’s Fund, Live Like Bella

REFERENCES

References available upon request