

BETSY CHRISTOPHERSON

Human Resources Professional

CONTACT INFORMATION

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WORK EXPERIENCE

DIRECTOR, HUMAN RESOURCES

Poll Sound

- Hired on as the first HR employee in 100 years of business
- Responsible for all HR needs, company wide, which Included: benefits, payroll, policy creation, events, trainings, 401K, workers compensation, unemployment claims, terminations, PIP's, 30/90 day check in's, onboarding/offboarding, exit interviews, performance reviews, recruiting, I9's, training, and many more
- Created and rolled out the first company handbook
- Handled all employee relations across 3 locations and 50+ employees

PEOPLE OPERATIONS MANAGER

Kenect

- Built and delivered a company handbook combining policies of two joining companies following an acquisition
- Projects of focus included: ESAT Surveys, management summit, process improvement, anti-harassment training, open enrollment, new hire orientation, onboarding & offboarding, leave policies & tracking, and much more
- Managed the people team which included the recruiters and coordinator
- Business Partner to the sales division to partner on head count, attrition, performance reviews, and terminations

HUMAN RESOURCES MANAGER

Pronto

- Responsible for company wide recruiting needs which included full cycle recruiting for marketing, IT, sales, and customer success
- Only HR contact companywide which meant wearing many hands. Responsible for payroll, benefits, culture, events, onboarding/offboarding, equipment, supplies, expense reports, benefit audits, open enrollment, recruiting/sourcing, HSA, office move and set up and much more
- Primary focus on employee satisfaction and retention keeping a pulse on employee needs and concerns and finding creative solutions for those concerns

SUMMARY

I am a passionate HR professional specializing in employee relations, building positive work place cultures, streamlining HR Processes and aligning people strategies with business goals.

HARD SKILLS

- ATS Systems (BreezyHR, Lever, ICIMS, Greenhouse, Workday, Silkroad)
- HRIS Systems (Paylocity, Gusto, Workday)
- Policy & Procedure Development
- Performance Management
- Benefits & Compensation Management
- Employee Onboarding & Offboarding
- Payroll
- Full Cycle Recruiting & Talent Acquisition
- Exit Interviews & Terminations
- Employee Relations

SOFT SKILLS

- Relationship Building
- Discretion & Confidentiality
- Adaptability
- Time Management
- Reliable
- Trustworthy
- Problem Solving
- Cultural Awareness
- Strong Communication
- Self Awareness
- Strong work ethic & integrity

SENIOR RECRUITER*Vivint Solar*

- Over full cycle recruiting from intake meeting with hiring manager to a white glove treatment through onboarding
- High volume recruiting for positions ranging from installers, electricians, site survey, warehouse, inspection, office admin, permit specialists, management, and more
- Over the largest region with the highest number of offices/customers. I was the point of contact for all field recruiting needs in California
- Quarterly office visits with my hiring managers to discuss the needs and areas of concerns for each office

HUMAN RESOURCES MANAGER*Womply*

- Integral part of staffing/growth in new Utah location
- Improved the onboarding process for all new hires
- Streamlined and improved the recruiting process from start to finish to make for a smoother process for candidates, hiring managers, and recruiting while focusing on a positive candidate experience
- Responsible for all corporate recruiting needs which included high volume sales, analyst, recruiting/HR, and customer service
- Lead daily/weekly meetings to discuss growth, attrition, process improvement, policies, department needs/changes, new department building/creating and so much more

BUSINESS PARTNER*Comcast*

- Responsible for candidate management of Sales, Business, and Technical operations
- Lead intake calls on all new positions partnering with the hiring managers and other key players to develop a solid understanding of the position requirements, department culture, required skills, and hiring plans
- Developed and maintained relationships with our vendors to grow candidate pipelines through advertising, sourcing, employee referrals, networking, and community events
- Lead weekly update calls as well as held weekly hiring meetings with the different business units to discuss interview schedules, feedback, monitor quality of interviews and hires, gain understanding of upcoming needs and headcount and put appropriate hiring plans in place to accommodate those needs

Thank you!

TALENT ACQUISITION MANAGER*Vivint Smart Home*

- Promoted from a recruiter to a manager overseeing 6 recruiters
- Managed a team of recruiters who handled high volume recruiting needs for billing, monitoring, scheduling, account creation, customer care, and customer loyalty
- Successfully opened and fully staffed a new call center location in 7 days
- Contributed significantly to improving the quality of hires while also lowering attrition