

November 12, 2018

Dear Lee Szymborski,

As an ethical, energetic professional with the experience and strong motivation to excel, I am applying for the Human Resources Director position you currently have available at the City of Waukesha, Wisconsin. I am particularly interested in this position because it relates directly to the last twelve years of my career working as an accessible HR partner and trusted advisor for public sector and non-profit organizations.

My background includes recruitment, performance evaluations, policy development and collective bargaining experience. I have also aided in the development and alignment of HR initiatives with multiple business unit objectives, ensured compliance with organizational policies, and been responsible for managing a comprehensive range of personnel services for a workforce of approximately 1,500 employees. Additionally, in order to foster and sustain positive work cultures, I proactively assess and anticipate clients' needs, provide practical solutions, and work collaboratively to make sound decisions. These are key components in building rapport and shaping strong, positive working relationships at all levels of an organization.

My resume summarizes my qualifications and discloses the commitment I have made to growth and development. More importantly, I am ready to take on a challenging opportunity and I see the Human Resources Director position as an integral part of my continued career path. As a passionate, approachable self-starter, I can contribute to the City of Waukesha by bringing an inclusive managerial style, honesty and integrity, and strong problem solving skills.

Thank you in advance for your consideration!

Sincerely,

Marquise Vasquez

# MARQUOISE D. VASQUEZ

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## SENIOR HUMAN RESOURCES BUSINESS PARTNER

STRONG BUSINESS ACUMEN AND PROVEN TRACK RECORD OF BUILDING EFFECTIVE RELATIONSHIPS WITH ALL LEVELS OF AN ORGANIZATION

Motivated and knowledgeable professional with progressive responsibilities in Human Resources. Committed partner supporting management and staff by providing an unbiased and thoughtful perspective. Recognized as a passionate, trustworthy influencer, encouraging leaders to appreciate human capital as the heartbeat of an organization.

### PROFESSIONAL EXPERIENCE

**VERSITI, Milwaukee, WI**

**6/2017 – 10/2018**

#### Senior HR Strategic Business Partner

Provided guidance and input to executives on departmental restructures, change initiatives and succession planning. Maintained knowledge of job openings, organization structure, compensation programs and employee engagement feedback. Reviewed existing and future business challenges and opportunities and made recommendations.

- Leveraged the expertise of HR team partnerships to deliver the highest level of support to the client.
- Assisted in the execution of a career framework project to ensure appropriate career development opportunities aligned with business needs.

**HENNEPIN COUNTY MEDICAL CENTER, Minneapolis, MN**

**5/2015 – 6/2017**

#### Senior Human Resources Business Partner

Served as consultant on employee development, training, recruitment and selection, compensation and interpretation of policies and collective bargaining agreements. Provided performance management direction and coaching and mentoring to unit managers.

- Partnered with leaders at various levels to diagnose issues, develop solutions and implement action plans.
- Collaborated with leaders to align organizational and human resources strategies that supported business needs, ultimately driving best care and experience for patients and families.
- Maintained in-depth knowledge of legal requirements related to day-to-day management of employees in order to reduce legal risks and ensure regulatory compliance.

**CHILDREN'S HOSPITALS OF MINNESOTA, St. Paul, MN**

**1/2014 – 5/2015**

#### Human Resources Consultant

Analyzed HR and business related problems and helped develop strategic solutions to increase leadership effectiveness. Drafted performance improvement plans and disciplinary action documents. Led investigations and identified resolutions for allegations that were complex in nature. Served as hearing officer for 2nd level labor relations grievances. Participated in the contract negotiations process.

- Reviewed turnover data to pinpoint trends and strategize with leaders to identify methods to increase retention.
- Created and facilitated training programs to help build managerial skills, enhance teamwork and improve communication.

**MILWAUKEE AREA TECHNICAL COLLEGE, Milwaukee, WI**

**6/2006 – 1/2014**

#### Employee Relations [HR Consultant]

Advised managers on HR fundamentals and best practices. Offered HR tactical and strategic support throughout the organization. Managed full-cycle talent acquisition process for executive level positions, faculty, exempt and non-exempt staff. Supervised day-to-day functions of the Administrative and HR Assistants.

- Oversaw all aspects of employee and labor relations, performance management and staff development.
- Facilitated investigations of suspected inappropriate behaviors to ensure fair outcomes while mitigating risk.
- Hired as HR Assistant. Recognized for going above and beyond job requirements resulting in a promotion within 7 months.

**ADDITIONAL PROFESSIONAL EXPERIENCE****FROEDTERT HOSPITAL, Milwaukee, WI****Senior Office Assistant, Human Resources**

Conducted pre-screening phone interviews and skills testing. Performed reference checks and processed Criminal Background checks. Served on a deployment committee for testing and implementation of online applicant tracking system. Helped streamline application submission process, reducing paperwork 75%. Made recommendations to recruiters regarding qualifications of candidates. Generated appropriate correspondences to candidates – rejection letters, offer letters, test results, information for physical examinations and drug screening and various new hire paperwork documents.

- Hired for a temporary assignment. A position was created for me and I transitioned to regular employment.

**AT&T, Milwaukee, WI****Senior Implementation Manager**

As Project Manager, supervised all aspects of IT system upgrades from development and testing to production. Collaborated with end users and installers to coordinate system changes and upgrades. Co-designed and maintained a database that tracked changes and problems with IT systems and applications. Created, implemented and trained users on Change Management and Problem Management processes and procedures.

**AT&T, Brookfield, WI****Solutions Specialist**

Served as Acting Call Center Manager. Oversaw daily activities of service representatives to ensure staff performance met expected standards. Monitored incoming calls to certify accuracy, efficiency and customer satisfaction. Provided problem resolution, data entry, customer acquisition and verification of highly confidential information. Handled all administrative aspects of long distance phone services and cable television sales including credit checks, completion of customer contracts and processing of customer payments. Maintained knowledge of new products, pricing plans, promotions and service features.

- Hired as a Solutions Specialist. Promoted to Senior Implementation Manager within 15 months.

**EDUCATION**

- **Doctor of Philosophy (PhD)**, Industrial and Organizational Psychology, Capella University, Minneapolis, MN
  - Graduated with Distinction
- **Master of Human Resource Management (MHRM)**, Keller Graduate School of Management, Milwaukee, WI
- **Bachelor of Science (BS)**, Criminal Justice, University of Wisconsin-Milwaukee, Milwaukee, WI

**PROFESSIONAL DEVELOPMENT COURSE COMPLETION**

- **Insights Discovery**, Versiti, Milwaukee, WI
- **Situational Leadership II**, Hennepin County Medical Center, Minneapolis, MN
- **7 Habits of Highly Effective People**, Hennepin County Medical Center, Minneapolis, MN
- **Lean Leader Training**, Children's Hospitals of Minnesota, Minneapolis, MN
- **Crucial Conversations**, Children's Hospitals of Minnesota, Minneapolis, MN