

Mary Norvell
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Summary:

Executive-level Human Resources Officer, a direct report to the Chief Financial and Administrative Officer with over 20 years of successful management experience. Significant management involvement in organization design and development of all HR and volunteer related activities including major organizational restructures and implementation of corporate policies and procedures relating to federal regulations and guidelines. A creative, visionary and focused leader who effectively identifies emerging opportunities and empowers the team to outstanding achievement.

Performance areas include the following:

Strategic Planning	Labor Law Compliance
Recruiting	Training and Development
Coaching and Mentoring	Team Building/Conflict Resolution
Benefits Administration	Re-organization/Re-structure
HRIS	Worker's Compensation
OSHA Compliance	EEOC
Volunteer administration	

Work Experience:

American Red Cross of the Los Angeles Region (2 nd . Largest Chapter in the country)	2002- Present
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Human Resources Officer

- Developed and installed performance review standards in alliance with corporate culture.
- Participated in design and implementation of new organization of three management teams in support of different strategic plans.
- Re-designed recruitment process to attract and retain top talent.
- Researched and designed human resources policies, procedures and practices specific to state and federal requirements.
- Designed compensation and benefits policies and managed program for the Chapter.
- Established Employee Relations Committee to align employee needs and suggestions with management goals.
- Worked with Board of Directors and Human Resources Committee to meet national headquarters goals.
- Managed a \$6 million payroll budget and developed and managed the Chapter merit increase plan.
- Managed a staff of 5 Human Resources professionals to handle the needs of the organization.

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Resume: Mary Norvell

Recycler Classifieds, Los Angeles, CA
(A \$40mil publisher owned by the Tribune Company)

1994 - 2002

Director of Human Resources

- Implemented a Cafeteria Plan (125 Plan) while improving company benefits through evaluation of carriers and options, resulted in an cost savings to the company in terms of Worker's Compensation premium;
- Served department handling needs of 1500 employees nationwide;
- Improved company morale by increasing communication between management and employees, resulting in 30% lower turn-over rate;
- Played key role in transition of company during two buyouts and a major RIF;
- Managed \$600K budgets and P&Ls for Human Resources and Facilities;
- As Project Manager of the company's first major Call Center, managed the legal implications of the WARN Act as well as efficiencies and cost containment for the project.
- Prepared for and attended Labor Board, and Unemployment hearings resulting in a 95% reduction in claims.

Education:

BA Degree, Sociology, California State University, Northridge
Certificate in Human Resources Management, Loyola Marymount University

Professional Development:

SHRM Continuing Education classes, Chapman College
The Martin Gang Institute for Intergroup Relations Training, Loyola Marymount University
Annual Labor Law Reviews through professional and legal affiliations
National Red Cross management, training and leadership seminars

Professional Affiliations:

Society of Human Resource Management
Professionals In Human Resources Association