

# Lynn Nazario, SPHR, GPHR

Human Resources Director

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## Summary

Versatile HR professional with a record of success in varied environments and industries. Effective in major corporate Fortune 500 fast paced environments, as well as, with mid-sized companies requiring hands-on expertise and drive. Expert in assessing issues, developing programs to address and implement change. Functionally knowledgeable at various levels of HR roles with key inputs in strategic and tactical approaches including talent acquisition, management and development, resulting in improved company performance. Instrumental in successful mergers, diversity and inclusion programs and leading effectiveness. Fully bilingual: English/Spanish.

## Work experience

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### City of Miramar

2018 - Present

#### Adviser to City Commission (temporary role)

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### Synergies Corporation

2012 - 2018

#### Human Resources Director (multi-locations)

- Worked with business partners to resolve day-to-day issues such as absenteeism, staffing, job performance, and customer complaints. Met with company Presidents, VP, Directors and front-line managers on a weekly basis to evaluate industry trends, effectively diagnose issues, make recommendations and implement strategies that worked. In an extremely competitive market, was able to reduce employee turnover by 22%.
  - Restructured management organization to reduce manager-to-employee ratio from 1:40 to 1:20 improving dialogue between manager and employee.
  - Implemented employee learning and development programs by establishing Synergies Learning Center, a physical place where leaders and employees would learn; launched with a 130-hours leadership certificate program graduating 38 employees in first class; preparing group for promotions in leadership positions.
  - Changed company culture through employee opinion surveys, action planning and implementing innovative employee programs; **company awarded "Best Place to Work" in 2016, 2017 and 2018.**
  - Visited the 2nd and 3rd shift teams once a week with HR staff to address questions and concerns; reported operations issues to leadership.
  - Used recruiting metrics (turnover, productivity, time-to-hire, sources, etc.) to improve quality hires and eliminate hiring warm bodies; trained managers in "Smart Hiring" to better interview and select candidates.
  - Managed all legal employment matters; addressing employee complaints pro-actively and reducing lawsuits by 90%; coached leaders on conflict resolution and critical conversations with employees.
  - Built educational community center K-12 from 250 to 1800 students in impoverished neighborhood; implemented English, leadership and entrepreneurship programs in grades 9-12; 240 of hours volunteered annually.
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### Self-Employed

2010 - 2012

#### Human Resources Consultant

Human Resources Consultant Facilitated leadership training and coached 360-degree feedback for Fortune 500 company (California). Assessed operations of a small international company (Ecuador), re-structured organization to re-gain profit status. Evaluated HR functions of an international mid-size company (Dominican Republic); re-engineered HR department, implemented policies & procedures aligned with best practices.

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### First American Corporation

2005 - 2010

#### Director, Human Resources (multi-locations)

- Instrumental in changing annual performance review process by including leaders at all levels in the discussion to ensure objectivity; worked with managers to prepare development plans for each employee.
- Thoroughly investigated employee relations issues ensuring 100% compliance with policies and procedures; trained managers on policies and people skills to minimize risk.
- Influential in unifying field and Corporate managers through targeted leadership training and coaching; introduced and facilitated two accredited leadership courses enterprise wide impacting 250+ managers across business lines and still active.
- Implemented 360-degree feedback enterprise-wide (including C-suite); coached leaders and created development plans.
- Scoped and implemented HR Systems enterprise-wide; Taleo (ATS), Success Factors (Performance Management), Ultipro (HRIS) within timeline and budget.
- Created job families and salary structures across all business lines to comply with FLSA regulations.
- Revamped and facilitated enterprise-wide new hire orientation program to increase engagement.
- Led HR due diligence for \$375 million acquisition; negotiated retention contracts with seller's key employees; completed successful integration within 18 months; led HR due diligence for 6 smaller acquisitions.
- Implemented enterprise-wide Diversity & Inclusion program; partnered with executive team to increase awareness.

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<b>First American Corporation</b>	<b>2000 - 2005</b>
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**Human Resources Manager (multi-locations)**

- Responsible for recruiting software programmers; coordinated and managed H1-B Visas for programmers contracted from South Africa; improved recruiting of programmers reducing hiring costs.
- Handled all legal employment matters; led appeal for 5 pending EEOC allegations; resulted in dropped charges for all cases
- Improved performance management process ensuring 100% compliance across the region,
- Administered bi-annual employee opinion survey and created improvement action plans.
- Implemented employee training programs to increase productivity and morale.
- Managed employee benefits, health and wellness programs; scoped new providers for cost efficiencies.

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<b>Frito-Lay, Inc</b>	<b>1996 - 2000</b>
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**Human Resources Manager (multi-locations; Sales)**

- Responsible for recruiting sales representatives through job fairs and open houses; processing on-boarding paperwork.
- Implemented management leadership program to achieve diversity goals through college recruiting.
- Led and facilitated objective performance review process to include different levels of management.
- Implemented and facilitated sales technique training.
- Handled benefits administration and annual enrollment.
- Evaluated compensation structures according to market and adjusted salaries to ensure pay equity.
- Successfully reduced annual attrition of commercial drivers by 38%.
- Focused on employee affairs and disputes; avoided commercial driver unionization amidst increasing pressure.
- Assisted in one of the largest delivery system changes and led the employee communications for a successful implementation.

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<b>Coca Cola Enterprises</b>	<b>1992 - 1996</b>
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**Senior Human Resources Administrator (multi-locations: Sales & Manufacturing)**

- Responsible for hiring process by posting job openings, reviewing resumes, performing interviews and completing required on-boarding paperwork.
- Implemented recruiting program amidst talent war for CDL drivers; adjusted driver compensation program to compete with local competition; resulted in lower churn (55% to 30%).
- Created recruitment and training program to increase women hires and promotions.
- Proactively identified employee concerns through focus groups and responded to employee relations issues in a timely manner making sure they were resolved and tracked appropriately; visited teams on 2nd and 3rd shifts weekly.
- Ensured consistency of performance review process and salary increases.
- Coordinated health insurance questions and issues and communicated with service providers and/or corporate HR concerning routine administration of programs.
- Kept employee records up to date by processing employee status changes in a timely fashion.
- Coordinated leaves of absence (FMLA, STD, LTD) with payroll and various carriers to ensure accurate payroll processing and leave tracking.
- Processed and performed follow-up on Workers Compensation claims; implemented onsite occupational health center.

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## Education

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<b>Tampa College</b>	<b>1996</b>
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**M.B.A**

Master's in Business Administration

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<b>University of Central Florida</b>	<b>1992</b>
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**Bachelor of Science in Business Administration**

Concentration on Human Resources

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## Certifications

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SPHR (Human Resources Institute Certification) 2016

GPHR (Human Resources Institute Certification) 2010

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## Skills

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Microsoft Office: Word, Excel, PowerPoint, Outlook

Fully bilingual: English/Spanish