**Erica Francis**

**HR Strategy | Talent Management | Agility**

**HR DIRECTOR**

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**PERFORMANCE-DRIVEN | ASTUTE LEADER | BUSINESS PARTNER | TRUSTED ADVISOR**

**Performance-driven Director of Human Resources with 15+ years’ experience in energy, finance, hospitality, and health/security risk management.** Influential, adaptable leader, business partner, and trusted advisor, with superb people skills––**leading HR initiatives for up to 650 employees and 4 direct reports**––exceeding client, employee, and company expectations. Communicate with diverse personalities, cultivate respected relationships, diffuse challenging situations, and engage in positive interactions. Strategic and analytical, creating and strengthening human resources policies/practices to improve employee relations, recruitment and retention, compliance, and staff development. Improve operations and morale through transparent communication, addressing gaps, and uniting people together to develop empowering solutions. *Expertise includes:*

**Team Leadership** ◾ **Human Resources Management** ◾ **Compensation & Benefits** ◾ **Succession Planning** ◾ **Policy Development** ◾

**Talent Acquisition** ◾ **Staff Development** ◾ **Relationship Building** ◾ **Conflict Resolution & Mediation** ◾ **Performance Management** ◾ **Change Management** ◾ **Negotiations** ◾ **Vendor & Employee Relations** ◾ **Workplace Culture** ◾ **Compliance** ◾ **Process Improvement**

**CAREER EXPERIENCE & HIGHLIGHTS**

***INTERNATIONAL SOS,*** *Houston, TX| Global leader in international health/security risk management; $1.4B* 2023- Nov. 2024

**GLOBAL HUMAN RESOURCES DIRECTOR**

Promoted with global strategic partner with proactive, data-driven approach to health and security risk management for **100-employeees business line** in the eastern and western hemispheres. Houston Engagement Committee established to promote collaboration and comradery amongst Houston employees. Mentor to junior colleague as part of the company’s Mentorship Program.

* **Drove staff retention and engagement for top talent.** Created leadership and development programs. Deployed salary market adjustments; allocated certain staff management duties; added another career brand level to roles. Created an engagement committee to promote cohesiveness and collaboration among employees in the Houston offices.
* **Sustained low attrition.** Through driving retention and engagement efforts, maintained low attrition (less than 10%).
* **Created Incentive Plan, with potential for additional 20% profitability** for contractor staff.
* **Enhanced daily HR practices via AI usage**. Analyze where in HR organization AI tools can be most utilized. Assessed how to roll out process and change management once establishing where AI tools were required.
* **Spearheaded region business line restructuring** by streamlining roles, responsibilities, and work efficiencies.

***GYRODATA INC.,*** *–**Houston, TX | Leading service providers to global energy industry; $160MM* 2020-2023

**GLOBAL HUMAN RESOURCES DIRECTOR**

Promoted to Global Human Resources Director to oversee HR, labor, and employee relations strategy for **300-employee business line** and **managed 2 direct reports** in Americas region. Developed programs to address company-wide and department-specific succession planning, talent acquisition and retention, training, and leadership development objectives. Served as strategic HR advisor to executive leadership and department heads to guide HR practices across executive, operations, support, and manufacturing functions.

***Process Improvement***

* **Sustained flat attrition.** Facilitate smooth operations transition following acquisition by SLB; work with parent organization’s HR leader to integrate practices, support functions, succession plans.
* **Implemented improvements that boosted cost efficiencies and employee satisfaction** by managing talent acquisition, retention, and benefits activities; continually evaluated practices.
* **Promoted retention, saving $10K with potential for additional 20% profitability (sales incentive plan).** Built and deployed revised annual bonus plan, sales incentive plan, HRIS––moving from multi-system platform to single system.
* **Boosted employee satisfaction and engagement** by implementing hybrid work schedule and team-focused social events to foster positive workplace experiences.

***Performance Improvement***

* **Recognized for drastically strengthening field team retention** by revising payment scales and offering incentives, including relocation payments and a new employee referral program.
* **Achieved marked improvement in our annual performance** **reviews.** Facilitated and executed succession management for our high-potential employees and implemented organization structure efficiencies.
* **Drove 20% more favorable Pulse Survey results.** **Boosted employee morale and gained critical insights that informed HR program planning; devised strategies and initiatives to foster positive, productive departments.** Cultivated and nurtured relationships within the employee workforce, from entry-level personnel to senior executives.
* **Saved $25K.** **Improved benefit structures and plans, attracting high-end talent; reduced overall benefits costs**. Evaluated existing benefits––health insurance, retirement plans, and sick leave, to identify improvement opportunities.

***Talent Retention & Management***

* **Spearheaded and directed succession management reviews to promote professional and leadership development**, defined succession plan in collaboration with executive management.
* **Facilitated payroll alignment with compensation management.** Presided over payroll functions for Americas and Global Compensation Program.
* **Conducted mediation for high-level employee relations conflicts**; partnered with external legal counsel to ensure all decision-making fosters minimal risk.
* **Addressed manual labor-intensive human capital demands following COVID-19 pandemic**. Established and implemented comprehensive strategic recruiting/retention plans.
* **Drove talent retention for engineering teams.** Evaluated market standards and adjusted pay scales and benefits.

**GLOBAL SENIOR HUMAN RESOURCES MANAGER**

Recruited as Global Senior Human Resources Manager to develop employee-focused programs related to compensation, talent and performance management, workplace planning and culture, and career development in collaboration with North America and Latin America HR Managers. Executed employee investigations, counseling, and disciplinary actions, including terminations.

* **Promoted career growth**. Liaised with executive and mid-level managers to create roles aligned with career ladders.
* **Ensured company compliance with governmental reporting requirements,** such as Equal Employment Opportunity (EEO) regulations; conducted employee investigations, counseling, and disciplinary actions.
* **Maintained operational efficiency during COVID-19 pandemic despite reduced operational resources**; evaluated team viability and performance.

***HALLIBURTON*** *–**Houston, TX | Global leader in oil/gas production; $23.02B 2014- 2019*

**GLOBAL HUMAN RESOURCES MANAGER**

Devised and implemented HR strategy for **650-employee business line organization** and **managed 2 direct reports; 2 indirect reports**. Directed full scope of talent acquisition, new hire orientations, exit interviews, workforce planning, and retention efforts. Analyzed attrition and ad hoc reports to identify and implement turnover reduction strategies.

* **Promoted increased communication between staff and managers, mitigating disgruntled staff and workforce. Presided over succession management**; developed and executed manager training (recruiting, staff issues, and tough staff conversations), promotions, recruitment; assessed productivity via bi-annual performance management process.
* **Managed harmonious staff relations and mediated workplace conflicts.** Conducted investigations and coordinated with legal counsel to promote legally binding resolutions; represented company at arbitration hearings/investigations.
* **Reduced budget process steps and input time 10%.** Prepared 2018 HR budget and streamlined annual budget process across company by collaborating with finance team to develop a 1-worksheet model.
* **Spearheaded the integration of Athlon Solutions following 2018 acquisition with Halliburton**. **Maintained flat attrition through acquisition**; led payroll changes, I9, and employee record transfers, FLSA changes, drug/ alcohol practices, compensation initiatives, and workforce training. Facilitated collaboration and communication.

**SENIOR HUMAN RESOURCES GENERALIST**

Directed and oversaw HR functions across employee relations, talent acquisition, compensation, and performance management processes. Devised HR policies related to bonus, commission, merit, overtime, employee referral topics. Designed compensation models and provided program recommendations; established salary ranges and aligned job titles to reflect market data.

* **Streamlined payroll operations** by converting all employees to direct deposit and delivering full process automation.

*Prior Employment Available Upon Request*

**EDUCATION BA Sociology; Focus: Business & Organizational Studies** ◾ *Cornell University – Ithaca, NY*

*Graduated with Distinction*

**TECHNICAL SKILLS MS Office (Excel, Word, PowerPoint) | MS Access | Business Objects | PeopleSoft**

**Visio | Paycom | Smartsheet | SAP**

**AFFILIATIONS SHRM (Society of Human Resource Management)**