

## **LIZ DIAZ, PHR**

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Experienced HR Professional (in transition) looking for an HR Manager/Director/Consultant opportunity in Palm Beach County. Strong business background developed through experience in a number of key HR positions in various industries. Able to establish rapport and credibility with diverse groups at all levels, inside and outside an organization.

**Areas of Expertise: Strategic Planning, Problem Solving, Employment Law Compliance, Employee Relations, Performance Management, Mentoring and Coaching, Benefits, Team Building, Change Management, Diversity, Policy Development, Staffing/Retention, Vendor Relations, Safety/Worker's Compensation and Work/Life Programs.**

### **PROFESSIONAL EXPERIENCE:**

#### **EMPLOYERS (acquired AMCOMP)**

2008 to 10/2009

*Publicly held multi-state insurance company focused on workers' compensation insurance, with a staff of 950+ employees.*

#### **Regional Human Resources Manager**

AMCOMP, NORTH PALM BEACH, FL

2006 to 2008

*Publicly held multi-state insurance company focused exclusively on workers' compensation insurance, with a staff of 450+ employees.*

#### **Director of Human Resources**

- Develop, implement and manage the talent management strategies for the Southeast and Texas regions, including recruiting, employee relations, and career path development, mentoring, coaching, and training as necessary.
- Develop, implement and manage the recruiting strategies to identify top applicants for open positions.
- Network and communicate with internal hiring managers, outside vendors including employment agencies and consultants, and candidates. Negotiate contracts with vendors for rates and services.
- Implement and manage the employee relations functions for the organization. Maintain current knowledge of employment laws, and interpret policy and regulations as needed to ensure compliance by all staff.
- Investigate complaints, grievances and concerns. Recommend performance improvement plans, and terminations as needed based on results of investigations and interviews.
- Co-manage the organization's compensation program.
- Identify trends, laws, and current conditions that may affect the organization's policies and make recommendations for modifications.
- Participate in the development of department goals and objectives.
- Mentor the Human Resources staff and assist to develop skills.
- Report to the Vice President of Human Resources.

#### **Q.E.P. CO., INC., BOCA RATON, FL**

2004 to 2006

*Publicly held multi-million global manufacturer and distributor of specialized flooring tools and accessories (Listed as "One of America's Fastest Growing Companies" by Fortune's Small Business).*

#### **Senior Director of Human Resources**

- Oversee HR Operation for multi-state organization with 330+ domestic employees.
- Plan and carry out policies relating to all phases of personnel activity.

- Supervise and ensures the efficient administration and management of the all Human Resources functions to include recruiting, training, benefit administration, risk management and services to comply with statutory requirements and the execution of employee relation activities, in order to provide each department with the personnel guidance and support necessary to achieve their business objectives.
- Lead in all benefit renewal negotiations for corporate wide benefit programs.
- Primary Company contact with labor attorney on all HR related matters.
- Participate in Executive level strategic meetings and staff meetings.
- Supervise a staff of five managers and their respective subordinates.
- Served in a capacity of acting Senior HR Executive for approximately six months of tenure with QEP. Reported directly to the CEO and then to the COO.

**USI FLORIDA, Boca Raton, FL**

2003 to 2004

*Publicly held insurance brokerage firm (10<sup>th</sup> largest in the country) offering diversified insurance and financial services.*

**Senior Benefit Account Manager**

- Specialize in the design, funding and service of employee benefit plans.
- Act as a benefits consultant and resource for the client as it pertains to group medical, dental, life, disability, long term care, retirement, Section 125 and Worksite marketing plans.
- Consult with clients and carriers to ensure the competitiveness and appropriateness of all client benefits programs. Inform clients about new laws and ensure client's compliance with state and Federal regulations.
- Work as part of the benefits team to ensure a strong business relationship among the benefits department, all internal departments, vendors and clients.
- Train and mentor Benefit Service Specialists and Benefit Account Managers.

**AFLAC, Boca Raton, FL**

2003

*Number one provider of guaranteed-renewable insurance in the United States (Listed on Fortune Magazine's "The 100 Best Companies to Work for in America").*

**Sales Associate**

- Sales, Marketing, and Service of all AFLAC voluntary/supplemental insurance products and services.
- Work closely with employers on the addition and implementation of Section 125 Cafeteria Plans and AFLAC insurance policies to their existing benefit packages.
- Independent Agent responsible for own book of business, building the business, servicing existing accounts and maintaining and growing existing and new business relationships.

**CUNDY, INC., Ft. Lauderdale, FL**

2001 to 2003

*Privately owned "boutique" employee benefits consulting firm specializing in health & welfare plans, prescription drug programs, benefits enrollment & communication, supplemental benefits, executive benefits, and healthcare claims audit.*

**Account Manager- Worksite Marketing**

- Account Management, Benefit Consulting, Marketing, Sales, Communication and Service for all employee-pay-all programs at the workplace. These programs included: Whole Life, Universal Life, Disability, Critical Illness, Dental, Vision, Accident and Long Term Care.
- Serve as a liaison between clients and carriers and/or enrollment companies.
- Involve in all aspects of the sales, implementation and service of all Worksite Marketing accounts.

**THE BREAKERS, Palm Beach, FL**

1996 to 2001

*Privately owned 5 Diamond/4 Star resort with a staff of 2,000+ employees.*

**Assistant Director – Human Resources**

- Develop, implement and communicate organizational policies and programs in the following areas of Human Resources management: employee relations, employee services, safety, worker's compensation, drug and alcohol control, ADA, EEOC compliance and employee benefits.
- Conduct employee counseling sessions regarding EEOC charges, ADA, performance issues and terminations.
- Liaison for contract negotiations with outside vendors for all employee benefits and services.
- Primary Company contact for all legal HR issues.
- Manage, train and evaluate the benefits/support staff.

**Corporate Benefits Manager**

1988 to 1996

- Design, implement, communicate and administer all employee benefit programs for 1,800+ employees. Programs include: Life, AD&D, LTD, STD, Health, COBRA, OSHA, EAP, Defined Benefit, 401(k), Workers Compensation, Wellness Programs, Section 125 and Unemployment.
- Recommend new and/or improve employee benefit plans and cost saving measures.
- Implemented the company's first ever EAP program.
- Terminated the company's Defined Benefit program and implemented the company's first ever 401K plan.
- Work with all outside HR vendors on Company benefit program renewals, changes and implementation of new programs.
- Implemented first ever Wellness/Benefits fair with over 40 vendors in attendance.
- Ensure compliance with all legal and federal reporting requirements.
- Analyze company benefit plans and policies to retain a competitive position in the market place.
- Responsible for the selection of benefit consultants, brokers, and external legal counsel.
- Company trustee for self insured Health Benefit Trust and 401K Plan.
- Supervise, train and evaluate three person benefits staff.

**EDUCATION/CERTIFICATION:**

Eastern Michigan University: Bachelor of Business Administration – Human Resources Management

University of Florida: Bachelor of Arts – Sociology

Certificate in Leadership Development, Penn State University

Certified Professional in Human Resources (PHR)

National Safety Council of Palm Beach County: Certified Safety Professional

Licensed in Life, Health and Variable Annuities (Fl 2-15 License)

**AWARDS/AFFILIATIONS:**

**2008 Recipient of the Excellence in Human Resources Award - South Florida Business Journal Award**

Member of Society of Human Resources Management (National and Local)

Member of Employers Association of Florida

Member of SMA South Florida

**LANGUAGES:**

Bilingual English/Spanish