

MARGARET C MOORE

920 Witherspoon Lane • Delray Beach, FL 33483 • (202) 714-2547 • maggiemoore202@gmail.com

CAREER PROFILE

Six years of experience in all aspects of strategic and operational human resources management in corporate, non-profit, and consulting settings. Specialized skills in human resources planning, process improvement, recruitment and retention, leadership and career development, training, employee and labor relations, and performance management.

EDUCATION

George Mason University, Fairfax, VA May 2007
M.A., Industrial/Organizational Psychology

Washington University in St. Louis, St. Louis, MO May 2002
B.A., Major: Psychology, Minor: Business

PROFESSIONAL WORK EXPERIENCE

Federal Management Partners, Alexandria, VA
Senior Human Resources Consultant (November 2009 – Present)
Human Resources Consultant (June 2007 – October 2009)

Provide tailored human resources services and solutions to a variety of public sector client organizations. Manage client engagement to include: leading teams, managing project plans and budgets, and providing subject matter expertise.

- **Recruitment and Retention:** Currently designing and implementing an executive orientation program for new leaders. Developed an automated human resources competency assessment tool for a mid-level HR recruitment and career development program.
- **Training Design and Implementation:** Designed and coordinated a year-long pilot leadership training and coaching program. Developed a training needs assessment process to prioritize training needs for a series of technical positions. Designed a course on communication and presentation skills.
- **Leadership and Career Development:** Developed career guidance and tools to facilitate leadership development and advancement. Implemented career development tools for an entire organization to include: a competency model, career paths, and career guides by level.
- **Organizational Effectiveness:** Supported an organization-wide hiring process redesign by conducting job analyses, creating job descriptions, and developing assessment tools, including online applications and structured interview guides. Redesigned the process and business tools for implementing organizational changes and large-scale reorganizations.
- **Human Resources and Succession Planning:** Leading the development of a strategic human capital plan, leadership succession plan, and a metrics and measures program. Developed an action plan to promote leadership development advancement.
- **Employee and Labor Relations:** Served as project lead on a series of employee conduct investigations. Supported the chief labor relations negotiator during labor/management negotiations.

HumanR, Inc., Herndon, VA

Organizational Development Associate (Part-Time Internship, September 2005 – February 2007)

Provided administrative, analytical, and marketing support to consulting and information technology teams on a variety of survey, training, 360-degree feedback, performance management, and executive development projects.

- Managed quarterly exit interview initiative for a large technology company. Responsible for editing survey content, coordinating interview calling, data entry, and analysis and reporting of survey results.
- Conducted statistical and comments analyses for various employee opinion, satisfaction, and benefits surveys. Collaborated with consulting team to report survey results directly to the client, including production of tables displaying quantitative results and presentation of executive summaries.
- Designed training courses on topics such as customer service, managing and motivating employees, and situational leadership.

MARGARET C MOORE

Gucci America, Inc., New York, NY

Human Resources Coordinator (February 2003 – August 2005)

Provided generalist support to 1,500 employees and 8 brands under luxury brands Gucci Group management, reporting to the Director of Human Resources.

- Managed resume database, and screened and hired entry to mid-level employees. Managed year-round internship program, establishing and maintaining relationships with universities nationwide.
- Maintained employee files, and communicated and implemented all HR policies, procedures, and initiatives to management team and staff.
- Managed compliance and administration of the Federal Family Medical Leave Act (FMLA), ADA, and other applicable federal and state laws.
- Handled employee relations and performance management, including annual performance reviews.
- Coordinated and participated in industry-related surveys on compensation, policy, procedures, and best practices to analyze and report pertinent information on Gucci's U.S. market position in the designer apparel and accessories industry.
- Supervised and trained reception team.

OTHER EXPERIENCE

Society for Human Resource Management (SHRM), Alexandria, VA

HR Content Research Intern (January 2007 – May 2007)

- Researched and wrote articles for SHRM's *Briefly Stated* and *Research Translations* series highlighting current HR research, trends, and challenges (e.g., health care, knowledge management, the aging workforce) to provide strategic and practical value to HR professionals.
- Provided administrative support by assisting in research and special projects as needed. Other projects included HR and business education curriculum design, and retention strategies for China's workforce.

Association for the Help of Retarded Children (AHRC), New York, NY

Consumer Service Coordinator (September 2002 – February 2003)

- Advocated for services on behalf of participants in AHRC's traumatic brain injury and sobriety day habilitation programs. Developed and implemented Individualized Service Plans and Day Habilitation Activity Plans to meet the needs and skills of each client.
- Ensured receipt of high care level by maintaining daily contact with clients and their families, coordinating their physical/ psychological care, and reconciling Medicaid entitlements.

LEADERSHIP

- Member, Society for Human Resource Management.
- Member, Human Resources Association of Palm Beach County.
- Graduate of the NOVA/Dulles SHRM Mentoring Program (December, 2008).
- Managed a volunteer team to develop a *Mentoring Program Toolkit* to serve as a guide for SHRM Chapters nationwide who wish to establish their own local mentoring program (project complete December, 2009).
- Presented *Come on Board: Addressing the Challenges of Integrating & Retaining Today's Changing Workforce through Effective Onboarding* at the International Public Management Association (IPMA) Spring Conference (March 17, 2009).
- Wrote and published an article about leadership transitions and orientation entitled *Spotlight on Executive Onboarding* in the *Public Administration Times* (October, 2008).