

Tonya A. Miller, Ph.D.

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LEADER with global experience to include Latin America, EMEA, Australia and Asia with a proven track record for improving organizational effectiveness, leading project teams and increasing productivity through analysis, process improvements and creative problem solving. Is seen and respected as an experienced **HR generalist** with demonstrated strength in design and delivery of core HR processes and strategy, training, performance management, survey development, and leadership assessment and development.

HIGHLIGHTS

Six Sigma Certification
Lominger 360° Certification
Achieve Global Leadership Certification

Birkman Certification
MBTI Certification
Prosci Change Management Certification

PROFESSIONAL WORK EXPERIENCE

Tyco International, Ltd.

2002 – 2009

A diversified, global company, that provides security products and services, fire protection and detection products and services, valves and controls, and other industrial products in more than 60 countries with annual revenue of more than \$20 billion and over 100,000 employees.

SimplexGrinnell

A division of Tyco International with more than \$2 billion in annual revenue and 11,500 employees.

Human Resources Business Partner - Learning & Development – Corporate HR, Boca Raton, FL (2007 – 2009)

Managed the execution and maximize the impact of core HR processes (360° feedback, diversity, employee survey, performance management and succession planning processes) and delivery of Leadership and Functional Training.

- Established organizational bench strength with the leadership team by championing programs targeting development of general managers and high potential talent pool to include individual assessments, 360° feedback and competency development to drive leader performance.
- Designed, developed, analyzed, and effectively managed employee engagement survey and action planning process for 11K+ employees.
- Partnered with leadership to develop a strategic and programmatic approach to create programs and processes that would ensure the growth of an inclusive and engaged workforce in field operations and functional areas by creating and offering workshops, face-to-face training and online courses.

Tyco Fire & Security (TFS)

A division of Tyco International with more than \$12 billion in annual revenue and over 90,000 employees worldwide.

Human Resources Segment Leader – Corporate HR, Boca Raton, FL (2004 – 2007)

Managed the global design and execution of all assessment processes throughout the division. Partnered with the global leadership team to provide insight and services on a broad array of core HR strategy, processes, policies and procedures. Areas of expertise included HR generalist support, performance management, diversity, process improvement, survey design and governance.

- Created a global diversity business strategy and managed a global team to include corporate and eight global divisions. Established baseline metrics and tracked results, created synergy among the team to leverage best practices across the company of 90K+ employees worldwide which resulted in 100% participation from all divisions.
- Led and supervised the global deployment of the first Tyco-wide employee survey for 90K+ employees. Resulted in 85% participation; Led the implementation and management of the global performance management system for 1400+ exempt employees.
- Led four TFS North American divisions of 55K+ with alignment, creation and distribution of policies. Resulted in nine common policies leveraged across four divisions and integration of existing policies to align with parent company.
- Provided generalist HR support to executives and their teams of 100+. Supervised the outsourcing of TFS recruiting practices which resulted in an increase in the recruiting process from below satisfactory to above satisfactory.

Six Sigma - Human Resources Manager, Boca Raton, FL (2003 – 2004)

Managed HR generalist support through design, plan, and implementation process and policies for Six Sigma global rollout to include a process for selection, compensation, performance management and assessments, certification, career pathing, and repatriation.

- Developed, designed and provided the HR generalist global process for 200+ employees entering the six sigma program.
- Provided thought leadership to 40+ Executives, Six Sigma Deployment Champions and Senior VPs of Human Resources on entrance, tenure and repatriation of employees into the Six Sigma program.

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ADT

A division of Tyco International with more than \$4.2 billion in annual revenue and 22,000 employees.

Southeast Regional Training & Development Specialist – Human Resources, Atlanta, GA (2002 – 2003)

Managed the execution and maximized the impact of the leadership review process and training needs of service and installation technicians, sales representatives, and functional team members.

- Led and facilitated the Leadership Planning Process for the Southeast Executive Regional team of 75+.
- Researched, analyzed and recommended external training programs for 2700+ installation, service, sales and administrative employees that included technical and professional courses offered outside ADT, organization and development of training manuals, reference library, and other educational material for 120+ administrative employees..

General Electric

General Electric is a diversified technology, media and financial services company with revenue of more than \$161 billion.

GE Capital Card Services

HR and Development Specialist - Organizational Effectiveness, Atlanta, Georgia

2000 – 2002

Partnered with the leadership team to provide insight, products and services on HR strategy and processes. Areas of expertise included performance management and team development.

- Designed, implemented, and standardized a behavioral competency model for non-exempt employees across Card Services with 100% of non-exempt employees measured against the same competency model and career development plan.
- Launched a Change Acceleration Process (CAP) and led a 23 member cross-functional team of Human Resources Managers, Site Leaders, and Frontline Managers to build acceptance around the non-exempt performance appraisal and process.
- Created and delivered 26 classroom and virtual training sessions to 460+ functional VPs, Human Resources Leaders, Site Leaders, Frontline Managers, and Managers of non-exempts within one week resulting in 92% training completion.
- Acted as the Engagement Manager for VP of manufacturing and 12 Frontline Managers to move the manufacturing organization to higher involvement teams.

American Telephone & Telegraph (AT&T)

Associate Manager - AT&T Business Consulting Partners (Internship), Morristown, New Jersey 1996 – 1997

Established the strategic framework and conducted training on HR competitive benchmarking best practices in the areas of recruiting, staffing, performance management and career planning, workforce planning, training and development, and HR information systems which resulted in a model for all functions to follow.

- Trained and developed teambuilding sessions for functional departments of 70 employees.
- Coached HR Vice President on a book chapter focused on executive performance, executive appraisal, and executive development.
- Supervised undergraduate interns and developed their skills in project management.

INDEPENDENT CONSULTANT

City of Norfolk

Consultant (Organizational Development Specialist), Norfolk, Virginia

1999 – 2000

- Led team of Human Resources leaders to develop a reliable and valid performance appraisal system that included 360° feedback appraisal, identification and measurement of technical competencies, and the establishment of team and individual objectives.

PROFESSIONAL AWARDS & RECOGNITIONS

- 2007 Windsor Who's Who of Business Leaders and Professionals
- 2006 Excellence in Human Resources
- 2006 Up & Comers South Florida Business Journal Award

AFFILIATIONS

- Society for Human Resources Management
- Society for Industrial and Organizational Psychology

EDUCATION

- **Doctorate of Philosophy**, Industrial and Organizational Psychology, Old Dominion University
- **Masters of Science**, Psychology, Old Dominion University
- **Bachelor of Arts**, Psychology, Hampton University, Magnum Cum Laude
- Leadership Program, The Center for Creative Leadership, San Diego, CA