# Eric Lind Nelson

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Solutions-focused professional who aligns and drives human capital strategies to support organizational goals in diverse healthcare and international technology (software) companies. Improves human resources value to business, and creates new and enhanced programs to deliver meaningful results. Skilled communicator who leverages integrity, knowledge, and professional rapport to influence sound decision-making and actions regarding people assets.

## Competencies

*Driving strategic projects and initiatives
*Enhancing recruitment of management talent
*Managing employee training programs
*Providing counsel/advice to senior management and staff
*Communicating and developing HR policies and programs
*Leading human capital plans, M&A and Change Management

## Professional Experience

### Learning Services Corporation 2010 -- present

*National private health care company located in 6 states; provides brain injury care, including community-integrated post-acute neuro-rehabilitation, neuro-behavioral rehabilitation, and Home and Community services (approximately 330 employees and 115 patients)*

**Director of Human Resources**

- Piloted and designed company's first 360 Degree Program to company's executive, leadership, and management teams by providing numerical and qualitative summaries, and offering tools for analysis
- Oversaw training function to implement online Training Management System to achieve $25,000 in annual savings via efficiencies in monthly and new hire orientation training, and reductions in licensing fees
- Partnered with local management teams to reduce Workers Compensation recordable injury/illness incident rates by 42% from 2011 to 2018
- Achieved 2% average annual health insurance rate increases for employees from 2013-2019 by working closely with broker to manage plan design and costs
- Incentivized and motivated direct care staff through new employee recognition and competitive compensation programs: proactive market-based compensation adjustments, new shift supervisor level, recognition of national brain injury certification, Direct Care Staff of the year award, and Staff Recognition Day.
- Led and delivered the implementation of a company-wide on-line competency-based performance review system, including management reporting and stakeholder feedback tools
- Streamlined management & administration by facilitating implementation of a company-wide on-line benefit enrollment system for new hires and annual open enrollment

### Comverse Technology (formerly CSG Systems, Lucent Technologies, & Kenan Systems) 1998-- 2009

*World-leading global supplier of software and systems enabling network-based messaging and content value-added services; 4100 employees; Customer base: 500 communication service providers in more than 130 countries.*

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**Human Resources Business Partner** 2008--2009

Business Partner to 2 groups in global Services Division (Global Billing Services & Operations) -- represented 350 employees in the Americas, Europe & Middle East, and Asia Pacific (total Division population: 1500 employees)

- Managed Succession Planning initiatives with leadership teams; coached senior managers on responding to professional development needs of key talent; achieved greater dialogue and awareness within the senior team of the strengths/weaknesses of its leadership base
- Sponsored analysis and survey of global team effectiveness for a newly-formed Operations group, attaining greater awareness of group dynamics and better teamwork strategies for the leadership team through action plans addressing gaps and priorities

**Senior Manager, Human Resources** **2006--2008**
Managed Americas-based staff and generalist responsibilities for Canada, U.S., Brazil, Argentina, and Mexico, and Business Partner within global Converged Billing Solutions Division

- Created talent review committee and process guidelines to evaluate technical experts within the employee base and recommend promotions to senior company leaders; filled an organizational gap to develop a process to promote and advance top technical contributors within the division
- Implemented global outreach program to hold employee feedback sessions and supported a task force strategy to make improvements to the employee experience and work environment; provided executive summary of employee feedback to action committees and organizational leaders

**Manager, Human Resources (Lucent Division acquired by CSG Systems in Mar, 2002)** **2000--2006**
**(CSG Systems Division acquired by Comverse in Dec, 2005)**
Led HR efforts in two mergers/acquisitions to represent human capital and due diligence information to buyer companies; held project plan for integration activities, including orientation and trainings; advised on job matching and leveling criteria; and assisted with delivery and administration of special compensation programs

**Human Resources Generalist (Kenan Systems acquired by Lucent, Feb, 1999)** **1998--2000**
Built model defining career paths and job mapping for the Consulting organization, devised competency-based assessment tools, validated model, incorporated tools into annual performance review and interviewing processes

**Brown University** **1993--1998**

**Assistant Director of Admission (Recruitment Division, Human Resources)** **1995--1998**
Managed recruitment and selection of the undergraduate student body

**Admission Officer (Recruitment Division, Human Resources)** **1993--1995**

## Education

**Cornell University,** Executive Master of Human Resource Management, July, 2017
**Brown University,** Bachelor of Arts

## Training/Skills

**Strengths-based, Engagement-Focused, and Performance-Oriented Management (**Gallup 2-day workshop)
**Leading and Managing Change – HR's Role as Business Partners** (Comverse 3-day workshop)
ADP HR and Reporting Systems, Peoplesoft, Microsoft Office; Current member of SHRM and NEHRA