

## **PATRICK M. MEAD**

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### **EXECUTIVE PROFILE**

Accomplished Senior Human Resource Manager offering over 10 years executive management and employee relations experience. Highly successful with implementing best practices and transforming disorganized operations into cost effective entities. Cross-industry background and experience supporting workforces of 500+ employees in multiple states. Keen ability for attracting and retaining high potential talent as well as developing and delivering training modules at all levels.

### **SKILL HIGHLIGHTS**

Extensive background in HR as well as operations management, including staff development, mediation, conflict resolution, documentation and records, HR policies development and legal compliance. Demonstrated success in negotiating win-win compromises, developing team building programs, and writing personnel manuals, corporate policies, job descriptions and management reports.

Organizational Development

Employment Law FMLA/ADA/EEO/WC

HR Policies & Procedures

Budget Analysis

Employee Relations

Alternative Dispute Resolution (ADR)

Benefits Administration

HR Program/Project Management

Orientation & On-Boarding

HRIS Technologies (ADP and Paycom systems)

Training & Development

### **CORE ACCOMPLISHMENTS**

#### **Project Management**

Helped establish the first Medicare office for Nightingale from the ground up.

Developed and drafted all HR policies and procedures for the upstart office, coproduced the operational policies and procedures as well as the company QA manual.

Successfully co-facilitated the company from a Medicaid only, to a Medicare and Medicaid driven organization.

Reduced labor costs by \$50,000 by drafting the operational manual and overseeing the data transfer of 3000 clients and 700 employees into a new software application, Soneto, that allowed the company to bill for client care and execute payroll within one system.

Lead the organization in the exporting of time data into an ACA hours tracker, which allows us to track labor hours, to control the benefits budget.

Assisted the company with billing issues, and established a set of operations to clean up the AR.

#### **Human Resources**

Successfully negotiated a more cost effective contract with Paycom Systems and oversaw the transfer of data to a new payroll system.

Saved the organization 15K in application costs within the first year.

Successfully implemented the new ACA tracking system, to control benefits.

## **Employee Relations**

Launched a new Workers Compensation safety program involving monthly cash incentives for offices that were injury free during each quarter.

## **PROFESSIONAL EXPERIENCE**

### **NIGHTINGALE SERVICES**

Savannah, Georgia

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

11/2012 -Present

Played a key role in ensuring the successful launch of the company expansion into Florida and South Carolina.

Ensured company compliance within each new territory, adhering to all state specific regulations. Developed and implemented programs and policies for staff recruitment and orientation as well as established compensation structures and benefit packages with incentives.

Spearheaded a company wide major application initiative, allowing the unification of billing and payroll through a single software system (Soneto by Stratis), resulting in an efficient transfer of employee and client records.

Slashed recruitment/temp agency fees \$60,000 annually by revamping recruitment procedures.

Managed team of over 750 of team members and 12 HR generalists.

Reduced company unemployment insurance costs by 65% by implementing an improved disciplinary process.

Ensure company polices and procedures are compliance with DOL, DCH, EEOC, and FSLA.

Cultivated an HR business partnership with Corporate General Counsel.

### **RELIABLE ELECTRIC SERVICES**

Savannah, Georgia

#### **Human Resource Manager/Controller**

03/2002 - 10/2012

Directed all HR operations company wide.

Generated weekly, quarterly and yearly tax reports and payments.

Responsible for monitoring the Workers Compensation plan.

Supervised, and generated AR/AP schedules and reports.

Manage internal control system, internal audit review, recommend areas for improvement both financial and operational, develop and establish new policies and procedures.

Researched and conducted bidding process for most cost efficient employee benefits plans.

Handle responsibilities of organizing insurance and bonding for the company and contractors

Implemented training procedures for all new hires.

Responsible for all Workers Compensation investigations and representation at DOL hearings.

### **ORLANDO POLICE DEPARTMENT**

Orlando, Florida

#### **Police Officer, Retired**

05/1988 -07/1995

Patrol Division duties included responding to calls for service, conducting criminal investigations of violent and non violent crimes, traffic, fraud, forgery, robbery and burglary investigations which resulted in a Merit Service Commendation for commercial burglary suppression.

Assigned to the Intelligence Division with duties including information gathering regarding potential terrorist organizations and high level gang related activities leading to a Merit Service Commendation for gang suppression efforts.

Experience with the Uniform Drug Squad completing hundreds of investigations and arrests.  
Served on the Special Operations Division to protect high profile dignitaries, politicians and members of the entertainment community.  
Served as a Union member with contract negotiations.

## **UNITED STATES COAST GUARD**

Yorktown, Virginia

### **Quartermaster**

12/1985-5/1988

Responsible for navigational operations while underway including insure clearance of all hindrances and secure operations.

Supervise and train personnel in navigation, use of charts, tables and equipment.

Assessment, maintain and repair navigational equipment.

Honorable Discharge to Reserve Status

## **EDUCATION**

MBA: BUSINESS ADMINISTRATION

2000

Brenau University , Gainesville, Georgia

BACHELOR OF ARTS: PSYCHOLOGY

1998

University of Central Florida, Orlando , Florida

## **CERTIFICATIONS**

State of Georgia Licensed Mediator 2002

Mediation Center of Savannah, Savannah, Georgia

Conflict Resolution, Transformative, Narrative and Facilitative.

Family and Divorce Mediation

Certified Civil and Divorce Mediator

Cases successfully mediated include:

Business; partnership dissolution, contracts, real estate, borrower/lender issues.

Employer/Employee relations; union/nonunion, wages, harassment, discrimination, termination.

Consumer merchant; repairs, service and warranty.

Neighborhood/Community disputes

Landlord/Tenant contracts.

## **CONTINUING PROFESSIONAL EDUCATION**

Employment Law

Cultural Diversity

Sexual Harassment Prevention in the Workplace

HR Best Practices

Current Trends in Benefits

EEOC/FSLA