

# PATRICK M MEAD

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## Summary

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Innovative Senior Human Resource Business Partner offering 15 years progressive executive experience. Successful with implementing best practices and transforming disorganized operations into cost effective entities. Extensive knowledge of human resource responsibilities including labor relations, contract negotiations and employment law. Develops executable programs designed to motivate employees to exceed corporate objectives. Strong operation oversight over payroll, billing, and document storage applications.

## Highlights

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- Strategic HR functions including recruitment and retention incentives, on-boarding and benchmarking
- Demonstrated success in achieving win-win compromises in contract negotiations, employee relations, grievances and unemployment claims
- Budget Management and Forecasting
- Vendor Management
- HRIS Technologies
- Employment Law FMLA/ADA/EEO/WC
- HR Policies & Procedures
- Operations Management
- Change Management Design and Implementation
- Field and Corporate Collaboration
- Mediation and Conflict Resolution

## Core Accomplishments

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- Project Management:
- Co-steered the company campaign to launch the first Medicare office.
- Project management of new billing/payroll and new OCR document storage applications with written manuals.
- Successfully co-facilitated the company from a Medicaid only to a Medicare and Medicaid driven organization.
- Drafted the operational manual and oversaw the data transfer of 3000 clients and 700 employees into a new software application that allowed the company to bill for client care and execute payroll within one system, slashing company labor costs by \$50K.
- Successfully negotiated a more cost effective payroll contract with Paycom Systems resulting in a \$20k saving.
- Human Resources:
- Developed current HR policies and procedures for on-boarding, reducing hiring costs by 15K within one year.
- Efficiently managed a \$750K HR budget.
- Initiated industry specific best practices benchmarking program.
- Manage complaint investigations to thwart legal action.
- Staff Development:
- Launched a new Workers Compensation safety program involving monthly cash incentives to decrease office and work site injuries.
- Promoting employee culture that encourages personal development, wellness and work-life balance.

## Experience

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### Director of Human Resources

#### Nightingale Services, Inc - Savannah, Georgia

Project management of company expansion into Florida and South Carolina.

Ensured company compliance within each new territory by developing and implementing programs and policies in the areas of staff recruitment and orientation, compensation structures, benefits packages, and incentives.

Spearheaded a company wide major HRIS application initiative, allowing the unification of billing and payroll through a single software system.

Dropped the unemployment tax rate from 4.3% to 0.67% over 4 years.

Implemented a new document storage application which using OCR, saving approximately 9,000 labor hours.

Manage a team of over 600 staff and 12 HR generalists.



Responsible for employee and client charts audits for compliance with State and Federal regulation (Aspen, DCH, DHS).  
Responsible for QA and compliance with DOL, DCH, EEOC, and FSLA.

## **Director of Human Resources/Controller**

### **Reliable Electric Services - Savannah, Georgia**

Directed all HR operations company wide.

Generated weekly, quarterly and yearly tax reports and payments.

Tracked and revised Workers Compensation plans.

Generated AR/AP schedules and reports.

Managed internal control system and internal audit review.

Developed and established new policies and procedures.

Conducted research on bidding process for most cost efficient employee benefits plans.

Responsible for company wide insurance and bonding.

Implemented and conducted training procedures for all new hires.

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

Co-facilitated new business development.

## **Police Officer**

### **Orlando Police Department - Orlando, Florida**

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.

Awarded the Merit Service Commendation for commercial burglary suppression.

Intelligence Division with duties investigating potential terrorist organizations and high level gang related activities.

Awarded the 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 Protection Unit.

Member of The Fraternal Order of Police as a Union representative participating in contract and labor relation negotiations.

## **Quartermaster**

### **United States Coast Guard - Yorktown, Virginia**

Responsible for navigational operations while underway including insuring clearance of all hindrances and securing operations.

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

Assessed, maintained and repaired navigational equipment.

Honorable Discharge

## **Education**

### **MBA : Business Administration**

**Brenau University - Gainesville, Georgia , United States**

### **Bachelor of Arts : Psychology**

**University of Central Florida - Orlando , Florida , United States**

## **Mediation and Conflict Resolution**

### **Mediation Center Georgia Registered Mediator - Savannah, Georgia**

Cases successfully mediated include; Business; Partnership dissolution, contract negotiation, real estate, debt and collections. Employer/Employee Relations; union/nonunion conflicts, wage negotiation and dispute, harassment, discrimination and termination. Consumer/Merchant Disputes; contracts/services rendered disagreements, warranty agreements. Neighborhood/Community disagreements Landlord/Tenant contracts and disputes.