DIANA DEAN-PALACIOS, SPHR

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**HUMAN RESOURCES LEADERSHIP | ORGANIZATIONAL DEVELOPMENT | HUMAN CAPITAL STRATEGY**

**Human Resources Executive** with operational experience growing and leading human capital strategies and implementing people-driven initiatives that create a positive and productive company culture. **Organizational Dynamics Expert** driving organizational outcomes through cross-departmental collaboration and empowerment of HR functional teams. **Change Champion** and proponent of continuous improvement to clarify priorities and performance measures that align with business objectives and advance the organizational vision and growth trajectories. Areas of expertise include organizational development, employee and labor relations, benefits and leave management, compensation strategy, employee development, new hire on-boarding, and HR system implementations.

* Operational Leadership
* Change Management
* Collective Bargaining
* Talent Acquisition
* Succession Planning
* Risk Mitigation
* System Integrations
* Policy Development
* Workforce Planning
* Union Relations
* Diversity, Equity, Inclusion
* Compensation Benchmarking

**EXPERIENCE**

**VICE PRESIDENT OF HUMAN RESOURCES 2021 – Present**

**MVM Inc., ∙ Houston / San Antonio, TX**

HR leader for growing government contractor, building and creating an HR team to support expanded business operations and improve employee relations and compliance.

* Strategic advisor to MVM Leadership regarding all employment related matters, ensuring contractual and legal compliance and recommending operational decisions that mitigate risk.
* Reviewing HR process and procedures for efficiencies and operational effectiveness.
* Analyze and communicate key success metrics such as onboarding, attrition, employee engagement and retention tactics.
* Directing talent acquisition for both management level and high-volume recruiting.

**VICE PRESIDENT OF HUMAN RESOURCES 2013 – 2021**

**Legacy Community Health ∙ Houston, TX**

Led strategic HR initiatives for growing non-profit and full-service community healthcare clinics, including 1,400 employees over 18 locations. Managed a team of 16 with operational oversight for employee relations, talent management, employee training and development, recruitment, employee benefits, and employee engagement.

* Part of core team that was innovative in laying out operational processes within two-weeks to support organizational needs during COVID-19 pandemic, resulting in rapid provision of clinical testing.
* Recommended strategies to restructure existing programs and provided alternatives to furloughs/lay-offs during financial downturn due to pandemic.
* Developed and integrated performance management systems, Taleo and Perform Yard, to upskill employees and improve bench strength, which improved operational effectiveness and increased retention by identifying employee performance measures that aligned with business objectives.
* Directed growth of three new clinic acquisitions with minimal onboarding time, which led to 25% employee growth over three years.
* Integrated new payroll software system, *HR Exponent*, and first new electronic employee file system, DynaFile, resulting in both systems improving processing times and providing quality HR data management support.
* Vetted and managed implementation of new Learning Management Systems, LMS365 Platform and HealthStream, which improved on-line course options, simplified annual training objectives, and improved auditing results for grant audits.
* Mitigated company risk from EEOC claims by determining company response and course of action that kept claims down to average of less than two per year down from 5 to 8 annually.

**DIRECTOR OF HUMAN RESOURCES 2010 – 2013**

**The John F. Kennedy Center ∙ Washington, D.C.**

HR leader for nation’s premier cultural and performing arts center, including oversight of 2,050 full-time employees and 50 federal employees. Managed five HR staff overseeing full cycle human resource centers of excellence.

* Directed National Opera acquisition, ensuring staff integration, policy communication, and employee data transfers were successful.
* Developed workforce plan for massive reduction-in-force with adherence to federal regulations and compliance.
* Negotiated 12 Collective Bargaining Agreements (CBA) for federal and non-federal employees.
* Mediated union grievances and non-union employee relations issues to foster positive work culture.
* Oversaw internal audits for DOL pay classifications ensuring regulation compliance and minimized risk to company.

**DIRECTOR OF HUMAN RESOURCES 2009 – 2010**

**WindWalker Corporation ∙ McLean, VA**

Established first HR division for growing instructional design, training, research, and evaluation government contracting company with 70 employees *(anticipated contracts were not awarded – HR Leadership position eliminated).*

* Implemented new employee handbook to align policies with company goals and employment regulations.
* Developed strategy for compensation processes to ensure performance review process was optimized.
* Coached organizational leaders on employment decisions and people-focused initiatives that impacted productivity and team dynamics, including risk mitigation.
* Administered benefit plans, including COBRA and ERISA, and negotiated down benefit costs by 5% while ensuring compliance with federal and state mandates.

**DIRECTOR OF HUMAN RESOURCES 2004 – 2009**

**Frontier ∙ Falls Church, VA**

Led organizational development and improvement initiatives for startup security company and government contracting organization that grew from 80 employees to 500 union and non-union employees during 18-month period.

* Reviewed EEOC and NLRB claims, including writing position statements and negotiating resolution through mediation or out of court settlements.
* Restructured multiple operational policies to ensure compliance with EEOC, DOL, and FLSA regulations, as well as Service Contract Act and DCAA requirements.
* Successfully resolved union grievances to ensure compliance for seven different CBA agreements.
* Resolved large scale payroll discrepancies and benefits issues to ensure compliance with payday laws.

**EDUCATION**

**Bachelor of Arts in Sociology** | University of Oklahoma ▪ Norman, OK

**CERTIFICATIONS**

**Senior Professional in Human Resources** ▪ SHRM

**Leadership and Coaching Graduate Certificate** ▪ George Washington University

**Professional Mediation Certification** ▪ National Association of Certified Mediators

**Leadership Development and Strategic Design Certificate** ▪ HCI

**COMMUNITY LEADERSHIP**

**Board of Directors Positions:**

Leadership Houston

Houston Healthcare Human Resources Association

Bike Houston