

Joyce Ozer

Profile **Human Resources Business Partner** with 15+ years of experience in diverse aspects of organizational, business and employee practices within fast paced, customer focused companies and scientific environments. Strategic expertise in:

- Employee Relations ▪ Retention ▪ Training ▪ Legal Compliance
- Recruitment ▪ Benefits ▪ Immigration ▪ Compensation

Experience **Human Resources Contractor, Consultant and Manager**

2000 – present, Biomedical and Pharmaceutical Industry, Massachusetts

Broad Institute of MIT and Harvard, Massachusetts Biologic Laboratories of UMASS Medical School, Whitehead Institute for Biomedical Research, Toxikon, Nucryst Pharmaceuticals, Cubist Pharmaceuticals and Serono

- Assess needs and set goals in collaboration with staff to achieve results expediently
- Coach managers and employees on performance, career development and diverse employee relation matters contributing to a high performing workforce
- Manage recruitment activities for scientific, management and operational positions to increase quality of new hires; create and conduct interview skills training programs for managers
- Create recruitment advertising, college and community relationships and career session programs
- Direct performance management and compensation review programs to ensure constructive feedback, internal equity and external alignment within the biotech and pharmaceutical industry
- Train, develop and supervise associates, recruiters and assistants in human resources operations
- Ensure smooth transition with clients by communication and documentation of project status

Trainer

2003 – 2004, Unicco Service Company, Massachusetts

- Hired as independent contractor to conduct training for supervisors and employees on discrimination and harassment awareness and prevention
- Participated in extensive “train the trainer” sessions with employment attorney and EEO manager
- Graduate of Massachusetts Commission Against Discrimination 8 day training program in 2004

Contract Staffing Specialist

2002, NCS Pearson Government Division, Nationwide project to federally staff airports

- Screened, interviewed, oriented and directed candidates through assessment and hiring process in Vermont, Virginia, Michigan, Kansas, Pennsylvania and Massachusetts
- Recognized for being flexible, taking initiative, attending to details and having rapport with candidates, colleagues, vendors, managers and clients

Senior Human Resources Business Partner

1995 – 2000, Pharm-Eco Laboratories, Lexington, Massachusetts

- Developed and implemented programs for drug synthesis and chemistry outsourcing company
- Established foundation as first full-time HR professional with growth from 80 to 150 employees
- Trained and advised HR team in all human resources and business operations
- Recruited nationally and internationally for all levels of positions through creative networking, advertising, industry associations and resources within and outside of company
- Performed extensive compensation analysis and created salary and job development systems
- Managed and expedited complex visa and immigration programs for foreign national employees
- Initiated and implemented affirmative action plans as required for government contracts
- Conducted benefit analyses and negotiations resulting in improved benefits and cost savings
- Researched, advised and trained employees on employment law and personnel policies
- Created and facilitated programs to align with self-directed team organizational structure

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Human Resources Manager

1993 – 1995, The Center for Blood Research, Boston, Massachusetts

- Managed HR at Harvard Medical School affiliated biomedical institute with 160+ employees
- Improved and expanded visa and orientation program for over 30 foreign nationals
- Negotiated insurance contracts for reduced rates and enhanced benefits
- Redesigned personnel policies and procedures for legal compliance and effective management
- Recruited for all positions in collaboration with senior scientists and management

Personnel Manager

1990 – 1993, Lechmere, New York, Massachusetts & New Hampshire

- Managed HR for \$36 million retail store with 185+ employees as senior staff member
- Contributed to productivity, customer service, expense control and profitability
- Recruited for management, sales, service, stock and delivery staff for base and new stores
- Developed and managed assistant personnel manager and payroll clerks
- Trained management in employee communication, performance reviews and legal compliance
- Administered and evaluated benefit and compensation programs
- Built diverse work force via staff education and community outreach

Personnel Coordinator

1988 – 1990, Xerox Corporation, Waltham, Massachusetts

- Expanded personnel department for Xerox Business Services serving tri-state area
- Created and conducted employee benefit and new hire orientations
- Restructured payroll reporting and conducted financial audits
- Received awards for “Customer Satisfaction” and “Quality”

Mental Health Assistant and Administrator

1983 – 1987, McLean Hospital, Children’s Center and Boston Children’s Service Association

Professional Memberships

- Northeast Human Resources Association and Society for Human Resource Management
- Newton/Needham Chamber of Commerce, Past Operations Committee Member
- Massachusetts Biotechnology Council, Volunteer and HR Committee Member

Computer Software

- Microsoft: Word, Excel, Access, PowerPoint, Publisher and Outlook
- HRIS: Webhire, Projectix, Recruitsoft, Ceridian and Abra Cadabra

Education

- Biotechnology Project Management, Massachusetts Biotechnology Council, September 2005
 - Massachusetts Continuing Legal Education, Massachusetts Commission Against Discrimination Training Courses on Discrimination and Harassment Awareness, 2003 – 2005
 - Bentley College, Massachusetts, Certificate in Human Resources Management, 1990
 - Harvard Extension, Massachusetts, Graduate Courses in Law and Psychology, 1987
 - Wheaton College, Massachusetts, Bachelor of Arts Degree in Psychology, 1983
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