



Jennifer Ann Schmidt

PHR, SHRM-CP

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EDUCATION

**Bachelors of Science in Business
Human Resources Management
Psychology minor**
Walden University
2011 - 2015

SKILLS

Federal/State Employment Law
Leadership Development
Succession Planning
Benefits
Compensation
Change Management
Performance Review
HR Management
Vendor Management
Harassment Avoidance
Training
Workforce Management
HRIS Technologies
Program Management
Change Management
Customer Service
Project Management
Strategic Planning
Attention to Detail
Payroll Management
Strong Work Ethic
Benefits Systems
HR Trend Analysis
Time Management
Teamwork & Supervision
Team Management
Documentation & Reporting
Adaptability & Scheduling
Training & Development
Performance Management
Vendor Management

SUMMARY

Driven and dynamic HR Executive with 20+ years of a track record of successfully implementing and supporting important HR initiatives to save costs and position businesses for development. Exceptional leadership skills to train, manage, coach, and guide all levels of strategic partnerships which encompass overall business and business units. Known for creating and executing cutting-edge policies and processes which improve operational efficiency and effectiveness. Work in a fast-paced, ever-changing workplace and thrive. Encourage teamwork and personal development. Offering an array of skills in accurate employee job performance assessment, recommending, and implementing action plan strategies to meet HR needs, mergers & acquisitions, interdepartmental coordination, consultative relationship building, and schedule planning. Proven ability to successfully multi-task in a dynamic, fast-paced environment while meeting all deadlines. I lead with authenticity, instilling trust, decency and grace, and guiding others to expand their knowledge base to build a foundation for future growth potential and extraordinary work product. I've orchestrated a remote-first, geographically dispersed team since 2016 with a focus on culture and performance, ensuring my team feels supported, equipped, and appreciated.

AREAS OF EXPERTISE

- Proficient in planning, directing, and managing all human resource initiatives, such as compensation, benefits, training, compliance, and employee relations.
- Skilled in overseeing staff operations, business planning, and budget development of HR programs.
- Competent in establishing human resources objectives following organizational goals and federal, state, and local legal requirements.
- Adept at implementing human resources strategies through department accountabilities for compensation and benefits, training and development, and employee retention.
- Highly skilled in developing corporate plans for various HR matters such as compensation, benefits, health and safety etc.
- Responsible for supporting the company's human factor by devising strategies for performance evaluation, staffing, training and development, etc.
- Expert in utilizing current computer technology, including G Suite and Microsoft tools.

WORK EXPERIENCE

MarketerHire

03/2022 - Present

Director, Human Resources Administration

- Initiate and support the optimization of existing projects and initiatives while partnering with the People Operations leadership team and CEO to implement new strategies to support company culture and goals. Own and manage HR metrics, ensuring successful performance against company goals.
- Analyze current benefit programs and develop a multi-year strategy to improve the program.
- Evaluation of reports, decisions, and results of the HR department with established goals.
- Evaluate federal, state, and locality laws to ensure compliance.
- Implement and execute immigration strategy & systems, ensuring employees feel supported through the visa application and renewal process.
- Manage disciplinary / performance improvement plans.
- Create a compensation and career progression structure
- Hands-on, strategic partner to the business while building a scalable HR strategy.
- Maintain HR information system records and compile reports from the database.

Pearson Virtual School, Columbia, MD

Jul 2014 - Sep 2021
Apr 2016 - Sep 2021
Jan 2015 - Apr 2016
Jul 2014 - Jan 2015

Director, Systems & Rewards

Director, HR Operations

Director, Benefits

- Worked in a remote-first environment (since 2016), led a team of 16, eight direct and eight indirect reports.
- Created new programs, procedures, and policies and oversaw day-to-day human resource projects.
- Built and maintained a culturally and functionally strong team through effective recruiting, training, coaching, team building and succession planning.
- Provided vision, leadership, planning, project coordination and management for the development of a cost-effective department while concurrently facilitating efficient operations to meet current and future needs within the organization.
- Identified, recommended, and implemented opportunities for process improvements in the areas of HRIS, HR Administration, and Compensation in alignment with HR strategy and initiatives.
- Served as HR functional expert for all new school launches. Including analysis of local market competitive advantage and implementation of all HR programs for new Connections Academy schools.
- Developed, implemented, and managed HR programs and initiatives in support of and alignment with organizational goals and strategy.

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- Led operational functions within the HR department including payroll, benefits, HR Helpdesk, wellness, 401(k), pension, HRIS and reporting, leave management, and compensation.
- In 2019, implemented six new modules in our HRIS to improve HR services to our customers and create more efficient processes.
- In 2020, onboarded over 1,500 new employees to support the surge in remote learning.
- In the 2021-22 school year, my team supported 49 schools across 29 states.

State of Maryland, DBM, OPSB, Employee Benefits Division, Baltimore, MD

Nov 2011 – May 2014

Director, Operations

- Led a team of 25, administering the State Employee and Retiree Health & Welfare Benefits Program. The program offered over 15 benefit plans and insured over 230,000 members and dependents, with an annual budget of over \$1 billion.
- Exhibited and articulated a comprehensive knowledge and functional understanding of the administration of the State Employee and Retiree Health and Welfare Benefits Program. Demonstrated knowledge regarding over 100 Satellite Agencies and 300 State Agencies that participated in the Program.
- Demonstrated comprehensive knowledge of State of Maryland procurement laws, including the research and development of Requests for Proposals, development of offers or requirements and scope of services.
- Served on Technical Evaluation Committee, evaluated submitted proposals for technical and financial merit, and conducted prospective vendor interviews.
- Prepared legislative fiscal notes and analysis in response to the Maryland General Assembly session, including estimates of the fiscal and operational impact of proposed regulations. Prepared legislative testimony and position statements for presentation to the Maryland General Assembly, Board of Public Works, and other legislative bodies.
- Audited enrollment of special dependents to ensure compliant eligibility. Removed over 900 ineligible dependents, saving the program over \$9 million in potential claims in year one.
- Implemented a new prescription drug carrier, covering 250,000 participants.
- Reengineered processes to create operational efficiencies.
- Prepared responses to constituent inquiries on behalf of the Governor's office, the Office of the Secretary, the Office of the Attorney General, the Executive Director of OPSB, Delegates, and other State Agencies and their representatives.

Sylvan Learning, Baltimore, MD

Oct 2004 – Nov 2011

Director, HR Operations

Nov 2010 – Nov 2011

Senior Manager, Benefits and Payroll

May 2010 – Nov 2010

Manager, Benefits and Payroll

Jan 2008 – May 2010

Manager, Benefits

Mar 2007 – Jan 2008

Benefits Administrator

Oct 2004 – Feb 2007

- Managed Health and Welfare plans for ten companies with 6,500 employees in a shared-services environment.
- Administered employee benefit programs for the US and Canada. Developed and managed an annual benefits budget of over \$3 million.
- Three mergers/acquisitions, three divestitures, split the parent company into six smaller organizations, closure of one operating company and 300 nationwide retail locations. Developed incentive/bonus pay programs.
- Handled all benefits compensation, and reimbursement procedures by collaborating with the finance department for payments and deductions.
- Processed \$33 million yearly payroll for nine FEINs with more than 1800 employees in all 50 states and Puerto Rico. Payroll tax filings, prepare accounting transactions and documents, document and update procedures, and prepare reports for senior management.
- Initiated audit of enrollment in an acquired health plan to re-coup \$142,000 in overpaid premiums.
- Transitioned four 401(k) plans with over \$51 million in assets to a new Plan Trustee and Administrator. Underwent full-scale IRS audit with successful results.
- Provided analysis and modelling of compensation structure. Assisted with the alignment of annual performance ratings to compensation changes.
- Created career paths and designed succession plans. Performed market analysis, and base salary structure development as a result of the analysis.
- Project Manager for office move (relocation of 90 employees). Completed on time and within budget.
- Analyzed current benefits by evaluating cost, coverage, plan effectiveness, and competitive trends in benefit programs to identify required modifications.

Additional HR Experience

Feb 1999 – Oct 2004

Foodservice Distribution, Consulting, Fundraising

Additional Experience

1996 -2006

Hospitality, Retail, Volunteer Firefighter

VOLUNTEER

Educator

Aug 2018 – June 2022

The Center School, Owings Mills, MD

The Center School is a progressive, non-traditional school. It is flexible, creative, and collaborative for independent learners in grades 3 - 12.

Educator

Create and deliver a non-traditional curriculum to middle & high school students. Focus on the learner's experience and ability to retain information per their unique learning needs, making lessons interesting and relatable to encourage recall

- Social Sciences with Superheroes: Exploration of psychological and sociological themes, relating them to something the student identifies with to increase recall.
- Career Readiness: Preparing for life after secondary school. Finances, emotional wellbeing, applying for jobs & colleges, etc.
- Youth & The Law: Instill in students an understanding of the constitution and bill of rights, their rights, freedoms, and responsibilities as a minor, suffrage, segregation, voting, environmental regulation, and juvenile justice.
- Whodunit?: While solving murder mysteries, improve public speaking skills, reading cadence and comprehension, critical thinking and working as a team.