

Human Resource Professional of the Year -- 2015 Winner

Jessica M. Manzo, SPHR

The Patricia D. Phifer /HR Professional of the Year award recognizes a member of the Charlotte Area SHRM Chapter who has shown outstanding leadership not only in the HR Community- CASHRM, the NCSHRM State Council and other organizations- and who has exemplified service to the HR profession, leadership in the business community and service to the local community.

It is with great pleasure that we announce the recipient of the 2015 award – **Jessica M. Manzo**.

Summarize the Nominee's contributions to the HR Profession

As the Workforce Readiness (WR) Director, Jessica and her WR Committee organized a workshop last June for CASHRM members related to the topic of the long-term unemployed. She partnered with a local university professor as well as the president of local career center Charlotte Works, where the workshop was held. Additionally, Jessica held Board of Directors development workshops.

Summarize the Nominee's contributions to the BUSINESS COMMUNITY

Especially during this past year, there have been incredible issues in Jessica's purview that she was asked to navigate through as US Airways completed its merger with American Airlines. Many policies and positions have changed, and Jessica has worked to manage the impact of these changes with employees.

As part of the merger transition process, Jessica was selected to take part in a three-day Emergenetics certification and asked to join the American Airlines team of Emergenetics facilitators. The certification is a rigorous program with significant requirements; she assisted in offering this tool to more than 5,000 leaders company-wide within the first quarter of 2015, in addition to her current responsibilities.

Summarize Nominee's contributions to the CIVIC COMMUNITY

Jessica enjoys being highly involved in the Charlotte community. She has been a council representative for United Way of Central Carolinas Young Leaders (UWYL) since 2013 and currently holds the position of Membership Chair.

Inspired by the best-selling book *Lean In: Women, Work and the Will to Lead* Jessica also hosts and facilitates a monthly Lean In Circle where she brings young professionals together to discuss ways of becoming more engaged in the workplace and in life through the power of peer support.

Jessica was selected to join the 2014-2015 class of the Arts and Science Council (ASC) Cultural Leadership Training (CLT) program. A nine-month, nine-session program designed to develop emerging leaders into productive volunteers and non-profit board candidates for cultural organizations across the Charlotte-Mecklenburg community and has recently accepted a Board of Directors position with non-profit organization, Sustain Charlotte. Jessica is also currently serving on the ASC's panel for Cultural Project Grants; this panel ensures the proper distribution of resources to requests to increase access to arts, science, and history/heritage offerings across Mecklenburg County.

Jessica is part of the First Ward Neighborhood Association. In March of 2015, Jessica was named among the *Charlotte Business Journal's* 40 Under 40. This award recognizes professional success as well as community involvement.

As you can see, Jessica is a committed women who goes above and beyond to serve the profession and the community!