

# NICHOLAS PROCTER

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## Senior-level Human Resources Business Partner

FIELD OPERATIONS • TRAINING & DEVELOPMENT • STAFFING & RECRUITMENT  
PERFORMANCE MANAGEMENT • EMPLOYEE RELATIONS • UNION AVOIDANCE & MANAGEMENT

## PROFILE

- Proficiency in HR functional areas including recruitment, hiring, onboarding, orientation, training, benefits, compensation, coaching, mentoring, counseling, succession planning, talent acquisition, and diversity.
- Sound knowledge of employment rules and regulations spanning FMLA, ADA, EEO, OSHA, and Workers' Compensation.
- Constantly strive to foster a respectful workplace climate essential to maximizing staff retention, morale, and accountability.
- Able to work productively and diplomatically with individuals from all types of backgrounds.
- Solid expertise in policy/procedure enforcement, employee engagement, conflict resolution, staff recognition, and performance management.
- Able to provide practical, forward-thinking, and budget-compliant recommendations on manpower and human investment.
- Excellent talents in advising supervisors and management in employment laws and HR policies to reduce company risk and liability.

## PROFESSIONAL EXPERIENCE

TBC, Palm Beach Gardens, FL, 2007 to Present

### Director of Human Resources

- Spearhead full-scope human resources management across 65 distribution centers nationwide comprising over 2,500 associates and leadership personnel.
- Travel extensively to oversee employee relations, EEOC and DOL investigations/responses, compensation, diversity, and staff morale.
- Educate warehouse management teams in HR policies and procedures to ensure regulatory compliance.
- Sourced, recruited and onboarded all management team members including four Vice Presidents.
- Structured competitive yet budget-compliant compensation incentive plans for all Wholesale and Distribution Center management teams.
- Coordinated seamless relocation of 100+ associates to a new distribution center in Memphis, TN.
- Chosen and recognized with Region of the Year award for FY 2015 and 2016.

### Senior Human Resources Manager

- Delivered comprehensive HR support to 150+ Tire Kingdom and National Tire and Battery retail stores spanning more than 15 states.
- Advised district and store management in employee relations issues related to hiring, onboarding, succession planning, performance management, retention, and compensation.
- Orchestrated HR functions associated with acquisition of 26 stores in Minnesota, Iowa, and Wisconsin.
- Traveled weekly to oversee recruiting, hiring, training, EEOC & DOL investigations and responses, safety, diversity, and regulatory compliance.
- Recruited, interviewed, selected, and trained three other Senior Human Resources Managers.
- Implemented '9-Box' succession planning tools to assess individuals on both past performance and future potential to mitigate vulnerabilities and risks.
- Championed efforts to reduce associate turnover each year for past three years.

Continued ... ►

**Professional Experience continued ...**

PetSmart Inc., Columbus, OH and Ottawa, IL, 2003 to 2007

**Human Resources Manager**

- Provided crucial leadership and guidance to management team to ensure new distribution center in Ottawa, Illinois remained union free.
- Hired, trained, mentored, and coached team of four HR personnel in managing tasks associated with applicant screening, hiring, payroll, and benefits administration.
- Administered Workers Compensation and unemployment claims for both Illinois and Ohio.
- Introduced new attendance program, co-wrote new employee handbook, and implemented Kronos Kiosk-based hiring system.
- Successfully recruited 30 managers and supervisors as well as 500+ hourly associates to support opening of new distribution center.
- Supervised Training department in developing more than 300 temporary associates during peak seasons and delivered leadership training as certified Novations trainer.

Clientlogix Corporation (now Sitel), Columbus, OH and Merced, CA, 2002 to 2003

**Regional Human Resources Manager**

- Helmed complete spectrum of regional HR operations across four fulfillment operations in Columbus, OH, Merced, CA, and Commerce, CA which previously had zero HR presence for three years.
- Recruited two high-performing Directors of Fulfillment and Director of Supply Chain Management, and functioned as strategic partner to VP of Fulfillment, Chief Fulfillment Officer, and Director of Finance.
- Prepared and distributed new associate handbook for fulfillment enterprise and held critical accountability for Workers Compensation programs in California and Ohio.
- Strengthened adherence to HR policies by instituting new attendance and disciplinary action policies, procedures, and expectations.
- Consolidated wage structure to slash expenses by eliminating 15 different compensation plans.
- Persuasively negotiated agreements with two temporary staffing agencies which contributed to 45% net decrease in labor costs.

Eddie Bauer / Distribution Fulfillment Services Inc., Columbus, OH, 1991 to 2002

**Manager, Associate Relations (Human Resources)**

- Directed, motivated, empowered, coached, and supervised two Associate Relations Supervisors, one Communications Specialist, and numerous administrative professionals.
- Controlled HR functions spanning EEO compliance, union avoidance training, food service operations, and associate relations programs for two distribution centers having 1,500+ associates.
- Represented company at unemployment hearings and thoroughly investigated EEO complaints.
- Winner of "Exemplary Exempt" award and "Team Award" for substantially lowering unemployment claims.

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**E D U C A T I O N**

**Bachelor of Science, Human Resources Management**

University of Evansville, Evansville, Indiana

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**M E M B E R S H I P S**

Society for Human Resources Management (SHRM)

