

JENNIFER S. HARRIS



EXECUTIVE SUMMARY

Accomplished and passionate executive with over fifteen years of management experience in entrepreneurial as well as global corporate environments. Influential and trusted consultant/advisor to C-level leadership. Proven ability to lead high performance teams in fast paced, metrics driven environments with measurable results. Expertise in creating and executing strategic and operating plans to achieve and exceed financial goals. Strong P&L management experience. Highly accountable, entrepreneurial management style. Decisive yet collaborative decision maker able to respond to changing market demands.

PROFESSIONAL EXPERIENCE

CR SEARCH INC, Gurnee, IL

2013-Present

Privately held Executive Search and Human Capital Consulting firm. Search expertise includes retained and contingent search of senior level executives, serving clients in diverse markets and industries including manufacturing, professional and financial services, medical device, bioscience, technology and education. Recruiting expertise in sales and marketing, operations, accounting and finance to clients with revenues from \$10 million to Fortune 50 corporations. Human Capital consulting projects include Talent Management, Compensation and Benefits, Executive Coaching, Employee Relations and HR compliance.

President

Owner and founder responsible for creating corporate vision and mission and executing strategic plan. Build corporate brand by leveraging relationships to build a profitable company based on integrity, strong communication and positive financial results. Consult C-Level leadership on human resource strategies including identifying and sourcing talent, compensation and benefits, employee relations, and retention strategies. Deliverables include retained search, contingent search, and HR consulting. Client base comprised of manufacturers, healthcare technology, financial and professional services, and government entities.

- Achieved profitability within first 12 months as sole shareholder.
- Originated 100% of business development opportunities through referrals and strategic partnerships.
- Averaged 90% client retention rate per year.
- Invested in CRM system to maintain day to day operations and provide future scalability.
- Featured in Lake County Partners 2015-2016 "Lake County Promise" ad campaign as an expert HR/Talent Executive to promote future economic development in Lake County.

THE MERGIS GROUP, A RANDSTAD COMPANY, the Netherlands

2012 - 2013

A \$22 billion global provider of HR services and the second largest staffing firm in the world. The Mergis Group is part of Randstad Professionals US.

Managing Director, Chicago, IL

Recruited to provide high-level strategic direction to the recruiting and service delivery functions for the Chicago Market. Manage relationships with internal and external senior level decision makers, peers, and direct reports. Managed P&L to maximize revenue growth targets and exceed budgets. Managed and lead a team of 8 recruiters and ensure the successful delivery of talent acquisition and human capital solutions to clients. Acted as an operations subject matter expert for client and sales presentations. Assisted with closing deals and effective transition and implementation of new accounts. Led all corporate initiatives at the local level to include compliance with all organizational policies and procedures, staff development, performance management, and human resources initiatives.

- Redesigned and rebuilt the recruiting function to more effectively meet client needs by implementing stronger activity measurements and increasing accountability.

- Motivated, coached and managed the performance of the recruiting team, ensuring development goals were met, including managing to staffing metrics and organizational goals.
- Rebuilt corporate culture to develop a high performance environment to drive results through a positive, team oriented approach.
- Trained new hires in temporary and direct hire search techniques and sales; one team member achieved President's club in first year of hire.
- Returned the office to profitability within 6 months of hire.
- Conducted the executive search process for critical client leadership roles.
- Achieved 127% of budgeted revenue and 171% of budgeted gross profit for 1st Quarter of 2013.
- Contributed EBITA performance from negative to positive for 5 straight months.
- Produced over 100K in personal billing and secured largest client by revenue for 2012.

ADVANCED RESOURCES, Northbrook, IL**2010 - 2012**

The largest Chicago-based, privately held talent acquisition and workforce business solutions firm with 4 locations serving start up as well as Fortune 500 clients.

Business Development Consultant

Acquired and managed client relationships ensuring successful delivery of recruiting solutions. Prospects included mid-market companies as well as Fortune 500 clients. Responsible for developing and executing comprehensive sales strategies and delivery for talent acquisition services. Assessed and managed new and existing client relationships. Consulted closely with internal recruiters and external stakeholders to successfully complete over 100 placements, according to all state and federal employment laws.

- Improved processes and enhanced current systems that led to improved internal customer satisfaction, reduced time to fill and client cost savings.
- Resolved issues between recruiting and business leaders through proactive management activities including consistent metrics reporting and performance management.
- Produced over \$700,000 in contract sales from new business in first 12 months.
- Ranked 2nd highest producing consultant in gross profit.
- Generated over 50 contract and contingent search orders for Q1 in 2012.
- Cultivated relationships with key stakeholders and hiring managers at some of Chicago's most prestigious private and publicly held employers.

OSSANNA CONSULTNG GROUP, Rolling Meadows, IL**2009–2010**

Privately held Human Resource consulting firm with a national scope delivering cost effective solutions to companies in Talent Management, Talent Acquisition, Benefits, and Compensation, and Organization Design and Development.

Business Partner

Recruited to seek new revenue and sales channels, including the development of talent pipelines for human resource consultants. Built and developed relationships with the CEO, COO, and Sr. HR leadership through high impact communications to assess project goals and develop operational reviews to understand and address the needs for HR consulting services. Consulted and educated C Level leadership and Human Resources partners on best practices for consulting and recruiting services, processes, and job market conditions.

- Designed and executed project plans for new prospects including proposals for building an HR function for a start-up technology firm and large scale staffing initiatives including sourcing strategy, cost and resource allocation.
- Managed consultants on assignment including performance management and employee relations issues.
- Created external relationships with corporate business partners and associations for networking to increase sources of prospects and consultants.
- Negotiated and maintained client relationships through continual, effective communication tools to ensure goals were met on time and on budget.

MATTHEWS EMPLOYMENT, Waukegan, IL**2000 –2008**

Multi-million dollar privately held talent acquisition firm with more than 500 clients serving the needs of businesses throughout Northern Illinois and Southeastern Wisconsin for professional, administrative and industrial talent solutions.

Chief Operating Officer

Invited to join start up business as employee #1 and Chief Executive with full P&L responsibility. Key member of leadership team and Board of Directors reporting directly to Chairman and CEO. Developed first business plan to include budgets, facilities, locations, and staff. Managed sales team of (8) Recruiters and (2) Managers in a successful, fast paced and results-oriented environment. Created and executed internal marketing and sales strategies to consistently deliver profitable results. Hired, trained and mentored staff. Project lead overseeing expansion to 2nd location.

- Increased annual revenue from zero (0) to \$10 million, average double digit percentage annual revenue increases, and delivering profitable results within the first 12 months.
- Created and maintained a high performing, entrepreneurial culture.
- Hired, mentored, and trained staff of full life cycle recruiters resulting in an industry low 5% staff turnover.
- Implementation of policies and processes to ensure operational effectiveness of the business, including researching and recommending best practices in tools, process and capability that drove efficiency and effectiveness in the organization.
- Prepared annual budget and developed annual revenue targets, delivering profitability within first 12 months of operation.
- Managed largest client by requisitions and revenue, contributing to \$2.5 million in annual, recurring revenue.
- Facilitated daily staff meeting to ensure adherence to the process for candidate assessments, interviewing and screening tools, ensuring on time client deliverables according to all state and federal employment laws.
- Led project management team in the selection of ATS and payroll processing software, reducing talent acquisition costs and payroll costs in excess of \$200,000 annually.
- Acted as corporate point of contact for all external community involvement and corporate social responsibility initiatives.

RANDSTAD USA, a division of Randstad Holdings, the Netherlands**1993-2000**

Global recruiting firm with 600 locations at the time in the United States offering services to client corporations including staffing, in-house services, search and placement, and HR Solutions.

Branch Manager, Wheeling IL

1999-2000

Staffing Consultant, Gurnee IL

1993-1998

EDUCATION**Bachelor of Arts, Political Science, Northern Illinois University, DeKalb, IL 1992**

Recipient, 2 semester tuition waiver for contributions to the NIU Community-Campus Activities Board

1992 Outstanding Woman Student Award

General Motors Scholarship for Community Service Award

SYSTEMS

PeopleSoft, E Recruit, Bullhorn, IQ Navigator, Taleo, Beeline, Microsoft Office, LinkedIn Recruiter

CIVIC

Board of Directors, Zacharias Center, Gurnee, IL 2010-present

President of the Board of Directors, Zacharias Center 2014-2016

Chairwoman, Board of Directors, Lake County Workforce Investment Board 2016-current

Lake County Corporate Member of Lake County Partners 2014-2015

Northside Community Bank Community Advisory Board 2015-present