

# JOHN DAVIDSON



[www.linkedin.com/in/johnmichaeldavidson](http://www.linkedin.com/in/johnmichaeldavidson)

I'm a business leader who happens to work in HR. I have over ten years of leadership experience and use this as an HR professional to foster effective, transformative relationships and cooperative innovation between various segments and levels of the business. Adept in all areas of HR including benefits programs, performance metrics, training, state and federal employment laws, EEO tracking and compliance, ADA, FMLA, workers compensation and talent acquisition.

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## EXPERIENCE

**02/18 – PRESENT**

**SENIOR HR BUSINESS PARTNER, SOFI**

Directly responsible for managing all areas of the talent management life cycle within our Salt Lake City office. Partner with executive team and department leaders to develop and modernize policies and employee relations/ retention programs within a new and growing company. Work regularly across departments and locations to lead and support various changes and implements within the larger Operations organization. Work with and coach people leaders across the organization to create a stronger leadership team.

**11/2017 – 02/2018**

**MANAGER, AREA HR SERVICE AND DELIVERY, SYKES ENTERPRISES**

Responsible for all areas of the HR process for our location in Provo, Utah. Lead the HR team and partnered with business leaders to effectively transition through the acquisition of our site from Frontier Communications to Sykes Enterprises. On boarded and trained new HR team members.

**03/2016 – 10/2017**

**HR GENERALIST, FRONTIER COMMUNICATIONS/ SYKES ENTERPRISES**

Supported the HR needs of one of our partnership programs in our Provo location. Managed day to day activities including ADA/ FMLA leave administration, employee relations, terminations, corrective action and leadership development. Supported project leadership in providing council related to employee and policy matters.

**05/2015 – 03/2016**

**SENIOR SUPERVISOR/ SUPERVISOR, FRONTIER COMMUNICATIONS**

Launched new call center. Managed a team of five call center supervisors. Ensured daily activities aligned with company goals and initiatives. Lead team to daily metric attainment, employee satisfaction and retention goals. Promoted to senior after 5 months.

**12/2011 – 05/2016**

**CHAIR: DIVERSITY & INCLUSION EDUCATION, HARLAND CLARKE**

Voluntary role. Lead a cross-functional team in assessing company need, designing and communicating diversity and inclusion trainings throughout the organization. Served as a member of the overall company diversity & inclusion team.

**05/2008 – 03/2016**

**SUPERVISOR II/ SUPPORT SPECIALIST III & QUALITY ANALYST, HARLAND CLARKE**

Supported a team of twenty-four customer service reps for five years before transitioning to running short term BPO projects and later spending a year as a Quality Assurance Analyst.

## **EDUCATION**

**07/2017-PRESENT**

**SHRM CERTIFIED PROFESSIONAL**

**05/2014**

**BA POLITICAL SCIENCE, UNIVERSITY OF UTAH**

**BA INTERNATIONAL STUDIES, UNIVERSITY OF UTAH**

3.7 GPA, Dean's List, Scholarship Recipient, Government Relations Board

## **SKILLS**

- Employee Relations
- ADA/ FMLA Administration
- Diversity & Inclusion
- Change Management
- Leadership Development
- Process Improvement

## **VOLUNTEER EXPERIENCE**

HOA President – 06/2018 – Present

Volunteer High School Debate Coach – 10/2007-05/2015