

JOHN DAVIDSON



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.

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