

Kathleen Johnston

SENIOR HUMAN RESOURCES PROFESSIONAL

PROFESSIONAL PROFILE

[linkedin.com/in/kathleenjohnstonsphr](https://www.linkedin.com/in/kathleenjohnstonsphr)

Metro Salt Lake City area,
available to travel up to 50%

Comprehensive Human Resources Leadership expertise in the areas of Employment Branding, Culture Advocacy, Talent Acquisition and Retention, Total Rewards, HR Policy / Program Development, Regulatory Compliance, Employment Law, Employee Relations, Training, Performance Management, Human Capital Analytics, Leadership Development, Executive Coaching, Succession Planning, Organizational Development, Change Management

SKILLS

Employment Branding
Recruiting
Payroll, Benefits Design and Admin
Employee and Executive Compensation
Regulatory Compliance
Policy, Program Development
HR Integrated and Shared Services
Training
Leadership Development
Succession Planning
Performance Management
Human Capital Metrics
Employment Law
Employee Relations, Issue Resolution
Employee Engagement
Diversity and Inclusion
Organizational Development
Human Capital Planning
Corporate Communications
Staff, Budget and Vendor Management
M & A Valuation and Integration

EDUCATION

Master of Business Administration
University of Phoenix

Bachelor of Science in Business
Administration
California State University – San
Marcos

Senior Professional in Human
Resources (**SPHR**) Certification

Society for Human Resource
Management – Senior Certified
Professional (**SHRM-SCP**)

LEAN/Six Sigma,
Green Belt Certification

EXPERIENCE

Netflix Customer Service **2017-18**

A leading internet entertainment service with over 117 million members in over 190 countries enjoying TV shows and movies, including original series, documentaries, comedy specials and feature films.

Head of Human Resources

Leader of HR function. Member of CS Operations Senior Leadership and Global Talent teams. Responsible for leading team of HR professionals in building Talent programs, infrastructure and competencies. Executive sponsor of Community Service Team.

Oversaw employment brand development, company culture initiatives, inclusion and diversity efforts, employee engagement and relations, Human Capital planning, payroll, HRIS, total rewards, absence management program and leadership development.

Supported 1000 regular-status employees in customer service contact center, including customer service, technical support, workforce management, external BPO management and support functions. HR budget, vendor and staff management responsibility.

Powdr Corp. **2015-16**

Privately-held adventure lifestyle company, best known for its nine mountain resorts. Also owns Woodward action sports camps, events company Human Movement Management and media company Outside Television. Operates primarily in the U.S. and preparing for international business development.

Vice President of Corporate Human Resources

Inaugural incumbent in newly-created role, leader of corporate HR and Communications functions, reporting to Executive Committee.

Responsible for leading team of HR professionals in building Human Capital programs, infrastructure and competencies.

Provided integrated support to organization's transformation, external acquisition and integration activities and re-branding efforts. Areas of strategic focus include organizational development, leadership succession planning, leadership development, employment brand development, employee engagement and corporate communications.

Supported up to 5000 regular-status and seasonal employees in multiple locations—mountain operations, resorts, retail, customer contact centers. HR budget, vendor and staff management responsibility.

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LEADERSHIP ATTRIBUTES

Strategic HCM Architect
Thought Partner
Cultural Ambassador
Exemplary Communicator
Profession-Leading Practice Facilitator
Innovator
Talent Mentor
Collaborator
Change Manager
Leadership Coach

COMMUNITY AFFILIATIONS

Active Member of Society for
Human Resource Management
Employers' Council/Mountain
States Employers' Council
HR Executive Roundtable – David
Eccles School of Business, University
of Utah
Utah Diversity Connections
Utah Workplace Wellness Council

Best Friends of Utah
Make-a-Wish of America
National Ability Center
United Way of America

HUMAN CAPITAL PHILOSOPHY

Hire the right people.

Be the right employer.

And the right things will happen
for all stakeholders.

EXPERIENCE

Zions Bank

2010-2015

Publicly-traded, full-service regional bank; \$20B subsidiary of Zions Bancorporation which operates more than 500 offices, 600 ATM's and contact center services in 10 Western states.

Senior Vice President, Human Resources

Inaugural incumbent in newly-created role, leader of strategic HR programs, reporting to EVP of HR.

Responsible for leading a team of HR professionals in building Human Capital programs and supporting corporate culture and business goals.

Areas of focus included leadership succession planning, employee engagement, diversity and inclusion program, organizational development, HR communications. Oversaw Mentor Program, Military and College Intern Programs and Wellness Program.

Supported 3000 employees in numerous locations in U.S. HR staff management responsibility.

JCPenney Company, Inc.

2009-2010

Iconic, publicly-traded, Fortune 500 retail company.

Integrated Disability Management Manager – Interim assignment

Leader of shared-service disability management function serving 150,000 employees in 1100 locations in U. S. and Puerto Rico. Operated central contact center services.

Responsible for Return-to-Work and Americans with Disabilities Act accommodation response functions. Lead HR professionals focused on RTW and ADA service delivery. Prepared function for outsourced solution.

Starwood Hotels and Resorts Worldwide, Inc.

2004-2008

Starwood Vacation Ownership Division

Publicly-traded, Fortune 500 global hospitality company. Operating under 10 brands, including *Sheraton, Westin, St. Regis, W* and *LeMeridien*.

Divisional Director of Employee Relations and Compliance

Promoted into newly-created role, ER & C Functional Leader for division, reported to SVP of HR. Division with revenues of \$1B, 30 locations and 5000 domestic and international employees, driving interval, fractional and whole ownership real estate interests to market, financial services and resort operations.

Responsible for building ER and Compliance infrastructure and competencies, supporting corporate culture and risk mitigation.

Regional Director of Human Resources

Leader of H. R. field operations function, member of regional Executive Team, reported to division VP of HR, \$.5M H. R. budget responsibility.

Responsible for HR service delivery to Western and Hawaii Regions comprised of 5 states, 20 locations, contact centers and 3000 employees and leading regional H. R. Generalist staff.

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EXPERIENCE

American Skiing Company

2002

Publicly-traded \$400M hospitality company, specializing in snow sports and golf resort operations, leisure services and real estate development. Operated 8 domestic properties with 6000 organized and non-union employees.

Vice President of Human Resources

Leader of corporate and field H. R. functions, member of corporate Executive Team, reported to CEO, \$1M H. R. budget responsibility. Executive responsibility for all HR services supporting organization.

Responsible for external entity M & A Human Capital valuation and integration.

Advanta Corporation

1999-2001

Publicly-traded, \$20B financial services company with two bank charters and call center services, targeting small business customers with niche financial services. 2500 employees in 6 locations.

Assistant Vice President and Director of Human Resources

Leader of business unit H. R. field operations function, member of BU Executive Team, reported to BU President, member of corporate H. R. Council.

Responsible for generalist H. R. service delivery to Western Region client base, \$.5M H. R. budget responsibility and leading H. R. staff.

Also, managed Facilities and Administrative functions. Co-managed Bank's CRA program.

Responsible for successful divestiture of business unit and employee population to acquiring entity.

MCI Communications

1995-1999

Publicly-traded, \$35B global communications company, providing data, telecommunications, internet and IT services to consumers and business clients, telecom network and call center services.

Human Resources Generalist

Member of business unit management teams, reported to Regional HR Director, member of corporate H. R. program project teams.

Responsible for generalist H. R. service delivery to diversified client base and H. R. staff management. Client responsibility included 7 Western states, 40 facilities and 700 organized and union-free employees.