

# Madison A. Chapman

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## CHIEF HR OFFICER • TALENT & HR EXEC • HRIS MNGMT • SIX SIGMA

Generates Award-winning Results, Multimillions in Savings, and Significant Strides in Processes

**"Employer of Choice" Human Capital Strategist, HR Executive** with a verifiable record of getting the job done and delivering organizational results. Implementer, **recognized by Fortune 500 and Federal Executive** in compensation management, conflict resolution, succession planning, labor relations, and benefits administration best practice programs. Audit HR systems while focusing on cost controls. Generate six- and seven-figure savings. Execute complex cross-functional HR strategic initiatives and improve HR in competitive business. Initiate "Learning Organization" programs that earn national honors. Direct cutting-edge processes, i.e. *"New Hire and On Boarding"* and pathways excellence with employee acquisition, performance



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*"Thoroughly familiar with the art and science of organizational transformation including, but not limited to, multi-level, multi-industry, union/non-union and exempt/non-exempt."*

## AREAS OF EXPERTISE

HR System Creation/Implementation • Operations & HR Strategies • "Employer of Choice" Development  
Six Sigma/Focus (PDCA) • Staff Recruitment/Retention • Labor Relations & Executive Coaching  
Compensation/Benefit Programs • Change Management • Legal & Regulatory Compliance  
HealthCare Programs & Management • HRIS Systems Implementation • Staff & Organizational Development

## PROFESSIONAL CAREER

### **Chief Human Resources Officer, Company Confidential • 2005 – present**

Provide human resources and executive leadership to a \$200MM healthcare system with 5 service locations and approximately 2,900 employees. Engineer and execute corporate HR systems while creating and integrating strategic requirements that far surpass theoretical HR management responsibilities.

- Reduced service timeline by 45% and improved satisfaction levels by 80% after launching "Bright Star Employee Service" Initiatives
- Attained and maintained 99% worldwide employee placement rate; lowered annual turnover rate to 5%
- Developed the organization's HRIS system at \$100,000+ below budget

### **Chief Administrative Officer, Company Confidential • 2002 - 2005**

Led \$160MM healthcare organization providing community medical support. Resuscitated, planned, directed, and controlled healthcare operations and change management initiatives for healthcare business and medical supply chain management. Consulted on multi-level operations and implemented policies/procedures that improved services and profitability within the US Healthcare Delivery System.

- Produced \$4MM in operational cost savings through scope of work mapping and price bidding
- Improved medical support readiness from 38% to 98% effectiveness using lean Six Sigma Strategies
- Disassembled and reassembled 5 geographically dispersed multimillion-dollar healthcare organizations
- Refurbished over 130 emergency medical support vehicles, producing \$6.5MM in costing savings

### **Chief Human Resources Officer, Company Confidential • 1998 – 2002**

Directed multi-level sensitive HR management and administrative work processes for 4,500 employees geographically dispersed worldwide. Directly and coordinated HR support containing national/international implications.

- Rated #1 Senior Human Resource Executive in throughout Special Forces Command
- Produced 18 consecutive months of operations with a 100% accuracy, timeliness, and satisfaction rating
- Provided nationally recognized support to employees and families during tragic bombing in Kuwait

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