

# RITA VANCELETTE

HR BUSINESS PARTNERSHIPS | HR MANAGEMENT | WORKFORCE DEVELOPMENT | EMPLOYEE RELATIONS | TALENT ACQUISITIONS

## CONTACT INFO

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## EDUCATION

Master of Science in Human Resource Management (HRM)  
Rand Afrikaans University  
Bachelor Science (BS) in Personnel Management  
Institute of Personnel Management

## AREAS OF EXPERTISE

HR Functions  
Staffing / Interviewing  
Hiring / Onboarding  
Benefits / Compensation Programs  
Employment Laws  
Federal/State Regulations  
Policies and Procedures  
Labor Relations  
Employee Relations  
Program Implementation  
Project Management  
Training Development  
Client Relations Management  
Cross-Functional Collaboration  
Cultural Diversity  
Mediation / Negotiation  
Conflict Resolution  
Workday  
HR People Management Systems  
HR Information Systems (HRIS)  
Microsoft (MS) Office

## FORMAL STUDIES

Organizational Behavior  
Human Resources Management  
Organizational Development  
Industrial Organizational Development  
Organizational Training  
Psychology  
Business  
Marketing

## SUMMARY

Multi-talented professional with diverse background in Human Resource Management, consultation, formal instruction, mediation, and professional development. Proven expertise in conflict resolution and devising cost-saving solutions. Highly motivated team player with extraordinary ability to inspire and influence team members to exceed goals and expectations. Demonstrated expertise in working with cross-functional teams and maneuvering across industries to achieve immediate results. Fluent in English, Afrikaans, Dutch, and German.

## CURRENT EMPLOYMENT

### MEDIATOR

EEOC MEMPHIS | MEMPHIS, TN | 2018 – PRESENT

Coordinates and leads mediation meetings for person-to-person, employee-employer, and federal government cases. Negotiates and resolves discrimination, labor/time, special needs, and termination disputes.

- Saves over \$10K in court costs by resolving employer-employee disputes.
- Devises conflict resolutions during mediations with 8-person groups and negates federal court appearances.
- Reviews investigative reports and manages multiple case files simultaneously.

## RELEVANT EXPERIENCE

### HR MANAGER

FBC FIDELITY BANK

Directed personnel, training, and labor relation activities to include competency-based job descriptions, recruitment, interviewing, disciplinary and legislative issues, staff communications, and employee benefits. Wrote and implemented policies and procedures.

- Modernized policies and procedures and streamlined documents to reduce outdated materials/content by 45%.
- Collaborated with executives to implement leadership training and employee professional development programs.
- Spearheaded cultural integration and led diversity/inclusion initiatives that transformed employment strategies.
- Advised department managers on policies, change processes, and employee corrective actions.

### PROJECT MANAGER

ABERNATHY AND ASSOCIATES

Provided consultation on reporting system installation and training program implementation for Fortune 500 companies. Coordinated all stages of performance management system projects. Presented project updates and action plans to executives.

- Developed performance evaluation and training programs for four major corporations.
- Collaborated with cross-functional teams to design schedules, define milestones, and monitor project status.
- Developed online and computer-based training initiatives.

## ADDITIONAL EXPERIENCE

### TRAINING INSTRUCTOR

BRAIN-BODY CONNECTION

Instructed clients in personal and group training sessions to include fitness, life coaching, and skill development. Designed personalized training and exercise programs to enable client goal attainment. Supported culturally diverse clientele in personal training, therapy, coaching, and professional development.

- Top performer (out of 10); delivered 75% of sales for facility and modeled client relations with 90% client return rate.