Mary Eisenhauer

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Professional Experience

Beth Israel - Lahey Health Behavioral Services, Danvers MA ([www.bilh.org](http://www.bilh.org))

March 2018 to present

*Human Resources Business Partner*

In support of 600 employees in various behavioral health programs:

* Provide consultation to leadership and management and align HR strategy on employee relations, organizational development, performance management, legal compliance and compensation.
* Generate and provide retention data, and facilitate discussion on trends, potential solutions and action plans. Partner with leaders and managers to create career ladders, address compensation issues, and develop creative recruiting and onboarding strategies.
* Coach leaders and managers on employment best practices and leadership capabilities.
* Participate in BILH HR workgroups to support merger of two organizations.

University of New Hampshire, Durham NH ([www.unh.edu](http://www.unh.edu))

2011 to 2018

*Human Resources Partner*

In support of 600 employees in IT, Police, College of Business, and student facing organizations:

* Partnered with leaders in driving operational and strategic change.
* Provided consultation to leadership and management on employee relations, performance management, talent management, organizational development, succession planning, legal compliance and compensation. Coached and counseled on successful management and leadership of units. Developed and delivered training modules to a variety of audiences.
* Facilitated various sessions for leaders and staff such as organizational planning, succession planning, new manager assimilations, and marketing employee talents.
* Led discussion of “5 Dysfunctions of a Team” with IT executive team, and guided action planning. Administered MBTI, analyzed and interpreted results for team members.
* Collaborated with customer groups to pilot new performance management training.
* Led search committees; recommended recruitment strategies; interviewed candidates; negotiated offers; analyzed employment trends and presented metrics to leadership.

Serco, Inc., Portsmouth NH ([www.serco-na.com](http://www.serco-na.com))

2009 to 2011

*Human Resources Manager*

In support of over 750 employees on 3 shifts at a global government contracting firm:

* Managed performance and facilitated development of 2 HR Generalists.
* Provided consultation to leadership and management on employee relations, performance management, organizational development and legal compliance.
* Conducted employee relations investigations.
* Developed and delivered management training modules.
* Initiated, contributed to and participated in employee engagement programs.

Keane, Inc (now NTT Data), Boston MA ([www.nttdata.com](http://www.nttdata.com))

2000 to 2007

*Human Resources Manager (2003 to 2007)*

*Professional Development Manager (2000 to 2003)*

In support of up to 400 geographically dispersed IT technical consultants and managers:

* Collaborated with leadership to align human resources planning with business strategy.
* Provided consultation to leadership and management on professional development, performance management, employee relations, organizational development, talent management, and compensation in a matrixed, technical global consulting firm.
* Coached managers and leaders on development of leadership competencies.
* Facilitated ranking, succession planning, and compensation planning processes. Analyzed employee satisfaction and worked with management to address concerns.
* Investigated EEO/ethics complaints and made recommendations for action.
* Developed and facilitated training sessions for management and consultants on career development, performance management, employee relations, and related topics. Worked with outside firm to win state and federal training grants to educate workforce.
* Interviewed job candidates and made recommendations to management. Coordinated and facilitated outplacement workshops for displaced employees.

Education

*Master of Human Resources Management.* Emmanuel College, Boston MA.

*Bachelor of Psychology.*  Wheaton College, Norton MA.

Certifications

*Certified Administrator, Benchmarks 360 Assessment Suite,* CCL, Greensboro NC.

*Certified Career Coach,* The Coach Training Academy, Blaine WA. (ICF accredited)

*Certified Practitioner, Myers Briggs Type Indicator (MBTI),* CAPT, Gainesville FL.

*LEAN Six Sigma Yellow Belt,* Six Sigma Study, Avondale AZ.

*Senior Professional in Human Resources (SPHR).* HRCI, Alexandria VA.

*Senior Certified Professional in HR (SHRM-SCP).* SHRM, Alexandria VA.

Teaching Experience

*Instructor (March 2014 to November 2018)* Exeter Adult Education, Exeter NH.

*Instructor (November 2012 to November 2017)* UNH Professional Development, Durham NH.

**Professional Memberships**

Boston Facilitators Roundtable

**Community Service:**

*Member*, Seacoast Women’s Giving Circle, 2018 to present.

*Speaker,* UNH Speakers Bureau, 2014 to 2017.

*Coach/Volunteer,* Girls on the Run International, 2010 to present.