

**Suzan Sturholm-Gamba, PHR**

PMB# 213

4320 196th S.W. #B

Lynnwood, Washington 98037-6754

ssturholm@allthings-hr.com

HUMAN RESOURCES PROFESSIONAL

Creative Human Resource professional who is innovative and skilled at creating cost-effective solutions for complex business problems. Eighteen years successful management experience, with fourteen years specialization in Human Resource management. A results-oriented professional able to work independently and collaboratively. Recognized for vision, strategic planning and tactical implementation. Acknowledged problem solver. Effective interpersonal, organizational, and analytical skills. Experienced in setting company direction as a part of the senior strategic team. Industry background includes retail and wireless, with union and non-union experience. PHR Certification, spring 1996

Professional Experience**Molbak's, LLC. Woodinville, WA 1998 – 4/2005**

A locally recognized retail specialty garden center. Currently employs 200 staff, 9 Sr. Managers, and 20 managers.

Director of Human Resources

Developed, motivated, coached and counseled associates and managers on all levels of personnel issues. Handled all regulatory issues including unemployment and L&I claims and issues. Supervised an HR Assistant, Recruiter, and Payroll / Benefit Specialist (August 1998 – September 2003). Responsible for the recruiting and hiring process.

- Member of senior management team driving culture and defining business strategies while linking corporate initiatives. Participated in the annual strategic planning process
- Prime contact in major restructuring of business model, including 50% reduction in force over a two-year timeframe. No lawsuits or legal claims brought against company.
- Conducted investigations and consulted Sr. Managers on all types of employee relation issues including harassment, conflict management, performance issues, disciplinary action and terminations. Led to flexible solutions while maintaining consistency and fairness to employees and corporate needs.
- Developed and implemented all associate and management training programs, known internally as "Molbak's University" (sales associate training program) and "Managing Effectively" (management training program).
- Created and instituted a group interview practice that was highly effective and increased the quality of candidates reviewed. Introduced and organized job fairs, which improved time to hire ratios dramatically.
- Developed performance management system for all levels of employees that promoted accountability in development of personal and department objectives that aligned with the company's strategic goals and objectives.
- Facilitated and directed both the Employee Recognition and Safety Committees.
- Researched and implemented the medical, dental and 401k benefit plans.

**AT&T Wireless Services, Bellevue, WA 1997 – 1998**

A 24-market division of AT&T specializing in Messaging, Paging, and Cellular Communications. Employed 1500 associates nation-wide before being sold to Metrocall in 1998.

National Recruiter / Human Resources Generalist (Contract position with CDI / HR Alternatives)

Recruited for Customer Care (Call Center) and Sales Executive positions for 24 markets. Provided general human resources support for Messaging Division's Repair and Distribution Center in Bothell, Washington.

- Introduced and organized job fairs to recruit Customer Care Representatives, which improved time to hire ratios dramatically.
- Evaluated criteria for new hire requirements and developed selection guidelines that ensured high-performance hiring and improved employee productivity.

Mariposa (d.b.a. Charles F. Berg) U.S. Head Office, Woodinville, WA

A junior apparel retail Chain, based in Canada, with 24 stores in Washington, Oregon and California with 200 associates; 4 District Managers; 24 Store Managers

Part-time Personnel Generalist 1996 – 1997**Personnel Director 1993 – 1996**

Consulted with District Managers and Store Managers on all types of employee relation issues including complaints, disciplinary action and terminations. Handled all regulatory issues including L&I claims and issues, and unemployment claims, issues, and hearings. Implemented the payroll process through ADP. Administered three company benefit programs

- Developed and delivered a complete range of training and development programs for both management and sales associates.
- Created and organized initial personnel function. Wrote and centralized policy, benefits and training administration.

Frederick and Nelson 1982 – 1992

Large department store chain with 30 stores through out Washington and Oregon. Aurora Village store: 126 associates; 9 managers. Bellevue Square store: 310 associates; 18 managers. Company filed for bankruptcy and liquidation in May 1992.

Human Resources Manager

Bellevue Square, Bellevue, WA 1991 –1992

Aurora Village Mall, Seattle, WA 1990 –1991

Developed, motivated, coached and counseled both associates and managers. Successfully worked with four unions at both the Bellevue Square and Aurora Village stores: H.E.R.E. Local #8; U.F.C.W. Local #1001; and Teamsters Locals #117 and #130. Controlled total selling payroll budget for the store: Bellevue Square annual budget was \$3.2 million; Aurora Village annual budget \$2.0 million.

- Facilitated the downsizing and store closures for both the Aurora Village store (1991) and Bellevue Square store (1992). Ensured support for all affected, as well as those employees who remained until the last day of operation.



Education

PHR Certification

SHRM Certification Institute Alexandria, Virginia

Obtained May 1996; Re-certified May 1999; May 2002

Edmonds Community College

September 1996 – May 1998

University of Washington Extension

Seattle, WA

“Certificate in Human Resources Management”

Spring 1993

Washington State University

Pullman, WA

September 1982 – June 1984

Affiliations

Society of Human Resource Management

- Member since 1992

Lake Washington Human Resources Association

- Member since 1992
- Board of Directors member (1998 – 2000)

Girls Scouts of America – Totem Council

- Girl Scout Troop Leader (2000 – present)

Experience International –(nonprofit organization)

- Board of Directors member (2001 – present)

Washington State Notary Public

- Commission expires April 1, 2009