

Bold. Innovator. Relationship-Builder. Influencer.

Patricia A. Williams, CSP, SHRM-CP



PROFILE SUMMARY

Trusted, strategic people-leader and high impact executive with expertise casting a vision, P&L oversight, and maximizing talent and resources to mobilize operations and achieve desirable outcomes. Proven success developing synergy among teams and exposing valuable skills for individuals and dynamic teams to excel and achieve goals. Certified Human Resource Professional and proficient conflict manager.

PROFESSIONAL HISTORY

President & Chief Executive Officer, Wesley House Community Services | 2020 – Present

- Redefined programs and direct services provided. Launched and actively engaging clients and resources through three core programs.
- Procured new government, corporate, and nonprofit partnerships.
- Secured \$2 million dollars in new revenue and doubled the annual operating budget for the organization in the first year of leadership.
- Created policy and infrastructure to expand, engage, and orient the board of directors. Led updates and necessary updates to policy and governance. Revised the organizational structure and presented an operational plan to the board of directors.
- Expanded the board of directors by 100% including diversifying its members in demographics, skill, and experience. Board engagement also improved significantly, revived dormant board committees and governance structures implemented.
- Acquired \$600,000 in capital funding to complete substantial renovation projects.
- Renewed and introduced new relationships fostering dozens of new supporters of the mission. Engaged more than 200 volunteers in six months. Increased branding and community awareness.

Vice President, Director, Manager, Coordinator Louisville Central Community Centers | Louisville, KY 2018 – 2020

- Directed programs that engage over 500 families annually through youth and adult programs that improved social and emotional behavior, economic status, long-term skills, and self-reliance
- Managed and supported operations and direct service programs with to 2 million dollar budget
- Developed relationships: corporate, foundations, private donors, and community partners
- Created resource development opportunities and project management as well as grant management, reporting and outcomes

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- Managed 2019 Volunteers in Service to America project resulting in \$83,300 in human capital investment, \$40,000 in-kind resource donations, 214 volunteers, and 1065 hours of service to the organization
- Lead staff for annual giving events; role included organizing event plans, solicitation and donor prospecting. On average, events concluded with net profit of 100 thousand dollars
- Executed and deployed a team to accomplish desired strategic plans and actions that align with organizational focus. Increased participation in adult career programs by 200 percent. Ninety percent of school age youth improved academic and social emotional behaviors as a result of the programs.

Manager Adult Services/Human Resource Professional, Louisville Central Community Centers | Louisville, KY 2017 – 2018

- Initiated employer-driven relationships and worked to assist with talent recruitment and training and development
- Engaged with over 200 community partners and employers in 2017 to host events and connected nearly 450 people with employment opportunities
- Coordinated professional development workshops and partnered with nonprofit and for profit organizations to bring resources to impoverished communities
- Consulted and provided recommendations for internal employee relations issues, training, employee handbook updates
- Supervised and managed a federal grant program funded through My AmeriCorps and served as Program Director

President, Louisville Society for Human Resource | Louisville, KY 2018

- provided thought leadership and strategic planning in the cohort that developed the Bridging the Talent Gap survey to gain understanding of talent and skill deficiencies in Louisville. The model was adopted and supported by state and national governments.
- Increased membership by 12% during the first 60 days in position with a vigorous membership drive · Increased member program attendance by nearly 40% in the first quarter of 2018 compared to first quarter of 2017

Adjunct Faculty, Sullivan University & Spalding University - College of Business | Louisville, KY 2016 – 2017

- Facilitated classroom instruction for human resources, management and professional development related courses
- Formed interactive activities to engage students and share practical experiences to support information retention
- Established tools and exercises that engage students in the remote setting
- Designed teaching methodologies that promote student success in achieving desired learning outcomes

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HR Associate, LG&E and KU Energy | Louisville, KY 2016

- Researched Affirmative Action Plan; including making recommendations to executive leadership on most effective analysis method and potential operational changes
- Consulted with other leaders regarding performance management, succession planning, retention & acquisition
- Managed external diversity partnerships and created opportunities for exposure to assorted talent pools
- Participated in the onboarding process for new employees and conducted orientation interviews

HR Generalist/Staffing Office Manager, People Plus, Inc. | Louisville, KY 2014 – 2016

- Increased payroll by 11% and employee count by 21% during the first six months of leading the office
- Decreased employee accidents by 100% compared to the previous fiscal year through quality control
- Provided assistance in the administration of benefits programs, safety prevention and management, investigations
- Met and surpassed established market goals and increased overall profitability through decreasing time to fill per hire, cost per hire and turnover reduction by developing innovative recruitment and job posting strategies
- Overall improvement of office performance by creating a strategic plan and dynamic approach to enhance productivity, build stronger client-relationships, and more robust focus on employee satisfaction

Supervisor, Time Warner Cable (Insight) | Louisville, KY 2003 – 2013

- Executed effective training programs, change management, conducted grievance investigations
- Guided decrease in call center metrics; average call handling time, hold time, and employee turnover
- Created and implemented performance measurement policies, lead cultural transformation, and employee relations to align human resources with organizational objectives
- Administered guidance on pay and leave, FMLA, ADA, STD, LTD, worker's compensation

VOLUNTEER EXPERIENCE & AFFILIATIONS

Alliance for Strong Families

American Red Cross

Coalition for Workforce Diversity

Employment First Council

Every 1 Reads

KentuckianaWorks Regional Program Oversight Committee

KYSHRM State Council

Louisville Digital Inclusion Alliance

Louisville Society for Human Resource Management

Metropolitan College & Crew Career Center

National Black MBA

Ready4K Alliance

Sullivan University

University of Louisville

Wayside Christian Mission

Women's Healing Place

CERTIFICATIONS, PROFESSIONAL DEVELOPMENT, & AWARDS Certified

Professional in Human Resources, Society of Human Resources Management 2016 Certified

Staffing Professional, American Staffing Association 2014

OSHA-10, Occupational Safety & Health Administration 2014

Leadership Louisville Bingham Fellows 2019

Kosair Charities Leadership Development Institute 2021

Leadership Louisville Class of 2021

Louisville Business First 20 People to Know

Lyle Hanna Volunteer Spirit Award 2021

Kentucky Colonel

EDUCATION

Sullivan University | Louisville, KY

Master of Science in Conflict Management 2015

Master of Science in Management - HR concentration 2014

Bachelor of Science in Human Resource Leadership 20124