

SUZANNE SWAIN

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📍 Crystal River, FL 34429

HUMAN RESOURCES DIRECTOR

With 29+ years of experience in education as a district administrator, school administrator, and classroom teacher, I possess the knowledge and skills necessary to lead organizational change and enhance employee engagement. My key strengths include communication, technology, employee relations, union contracts and negotiation, staff mental well-being, staff training, talent acquisition, compliance, investigative processes, collaboration, and conflict resolution.

SKILLS

- Organizational leadership
- Communication
- Relationship-oriented
- Employee relations
- Conflict resolution
- Problem-solving
- Operational efficiency
- Project planning and development
- Decision-making
- Policies and procedures implementation
- Performance monitoring
- Staff development
- Strategic planning

EDUCATION

University of South Florida
Tampa, FL • 05/2005

Master of Arts: Educational Leadership

CERTIFICATIONS

Florida Department of Education:
Elementary Education, Educational Leadership, and Principalship

SHRM-Senior Certified Professional

WORK HISTORY

Citrus County Schools - Director of Student Services
Lecanto, FL • 07/2024 - Current

- Collaborated with faculty to create targeted interventions for at-risk students, resulting in increased graduation rates.
- Created a welcoming and inclusive environment that fostered positive interactions among diverse student groups.
- Enhanced student services by streamlining processes and implementing efficient systems.
- Promoted a culture of continuous improvement within the department through regular evaluation of programmatic offerings and professional development opportunities for staff members.
- Built strong relationships with community partners and stakeholders to enhance available resources for students.
- Spearheaded efforts to implement evidence-based practices in mental health counseling, enhancing overall quality of care provided to students.
- Managed budgetary and financial aspects of various programs within Student Services, ensuring cost-effective operations.
- Acted as a liaison between Student Services and other campus departments, fostering cross-functional collaboration aimed at enhancing overall institutional effectiveness.
- Performed evaluations to assess instructional strategies and effectiveness.
- Communicated with parents to encourage active parental participation in education.
- Managed budgets and resources for educational programs.
- Implemented data-driven strategies to continuously improve the effectiveness of student services offered.

Citrus County Schools - Director of Human Resources
Inverness, US • 11/2015 - 03/2024

- Managed the payroll department and oversaw a personnel salary budget of \$160,000,000
- Maintained accurate digital records related to personnel and payroll files, background documentation, investigative files, and discipline files
- Managed the onboarding process, providing new hires with necessary

tools for success from day one.

- Directed each phase of hiring process, encompassing employment verification, employee relations investigations, criminal background checks and onboarding.
- Maintained "open door" policy to encourage employee communications and resolution of issues.
- Coordinated and worked with management on performance evaluations, supervisory practices, dispute resolution, and employee accountability.
- Managed complex employee relations issues, reducing legal risks and maintaining a positive work environment.
- Maintained optimal staffing levels by tracking vacancies and initiating recruitment and interview processes to identify qualified candidates.
- Maintained company compliance with local, state, and federal laws, in addition to established organizational standards.
- Developed comprehensive employee training programs, resulting in a more skilled workforce.
- Ensured compliance with all relevant labor laws, protecting both employees' rights and the organization's interests.
- Structured compensation and benefits according to market conditions and budget demands.
- Collaborated on hiring and training of new employees, professional growth of staff and team building and motivation.
- Implemented data-driven decision-making processes within the HR department to identify areas of improvement.
- Increased employee engagement with open communication channels and regular feedback opportunities.
- Led HR department restructuring, optimizing team resources for improved productivity and effectiveness.
- Created succession planning strategies to ensure leadership continuity and long-term success.
- Established performance management systems to align individual goals with organizational objectives.
- Coordinated professional development programs that resulted in enhanced employee skills, boosting internal promotions.
- Fostered strong relationships between human resources staff members, encouraging collaboration on projects.
- Recommended appropriate resolutions to employee relations concerns and handled disciplinary issues and investigations of misconduct.

Citrus County Schools - Human Resources Coordinator

Tampa, US • 07/2012 - 11/2015

- Developed and implemented comprehensive HR policies and procedures to ensure compliance with applicable labor laws
- Partnered with legal counsel to provide advice on employment law issues such as wage and hour regulations, discrimination claims and other labor-related matters
- Investigated workplace incidents involving harassment or misconduct in accordance with company policies
- Organized employee recognition events to reward outstanding contributions from staff members
- Facilitated team building activities to promote a positive work environment among staff members
- Provided strategic guidance to senior management on all aspects of

- human resources, including performance management, employee relations, compensation, benefits, training and development
- Coached managers on proper use of performance management tools to ensure consistent application of standards across the organization
 - Implemented an onboarding program for new hires that included orientation sessions and information about the company's culture
 - Wrote and updated job descriptions that accurately reflected the duties required for each position
 - Established effective relationships with key external stakeholders such as government agencies, recruiters, universities
 - Analyzed workforce trends in order to make recommendations for improvements in staffing levels or utilization of resources
 - Ensured compliance with federal, state and local employment laws through periodic audits
 - Collaborated with department heads on succession planning initiatives aimed at developing future leaders within the organization
 - Conducted exit interviews and analyzed data to identify areas for improvement in the organization's hiring processes
 - Cultivated strong working relationships with union representatives in order to successfully negotiate collective bargaining agreements
 - Established evaluation and performance management policies and measurements
 - Prepared and followed budgets for personnel operations
 - Represented organization at personnel-related hearings and investigations
 - Identified staff vacancies and recruited, interviewed, and selected applicants

Citrus County Schools - Assistant Principal

Inverness, US • 05/2007 - 06/2012

- Evaluated teacher performance through classroom observations and feedback sessions
- Oversaw daily operations of the school including scheduling classes, activities; maintaining order in hallways, classrooms; monitoring lunchroom behavior; supervising afterschool activities
- Developed and implemented strategies to improve student achievement in a diverse school setting
- Coached teachers on instructional practices to ensure effective implementation of district curriculum standards
- Evaluated teachers to identify lesson improvement opportunities
- Facilitated collaboration among staff members to foster a positive learning environment for students
- Analyzed test data from various assessments used by the school system to assess student progress
- Provided leadership in the development of curriculum, instruction, assessment, and professional development
- Managed emergency response protocols during crisis situations such as natural disasters or security threats
- Coordinated special events such as Open House nights, parent-teacher conferences

Citrus County Schools - Elementary Teacher

Citrus Springs E, US • 09/1996 - 05/2007

- Adapted instructional materials based on student abilities, interests,

and learning styles

- Fostered critical thinking, collaboration, and student leadership through hands-on and group activities
- Established positive relationships with students, parents, and colleagues through effective communication
- Created an inclusive classroom environment that valued diversity among students
- Assessed student understanding of material through exams, assessments, and informal conversations
- Developed and implemented lesson plans to engage students in a variety of learning activities
- Applied behavior management strategies to maintain a safe and productive learning environment