PATRICE E. ALEXANDER, Ph.D., SPHR, LPC

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 ***BUSINESS SUMMARY***

Hands-on Educator and Human Resources Executive with solid management experience in the private and public sectors. Outstanding record as a motivator, team builder, coach, people developer, and problem solver. An energetic innovative professional whose orientation is both task and people focused while producing results that are strategic, practical, and fiscally responsible. Excellent written, verbal, and communication skills. Special depth in organizational/employee leadership development, training, employee relations, benefits, compensation, prioritized budgeting, recruiting, and performance management.

***EMPLOYMENT HISTORY***

**East Carolina University**

***Teaching Assistant Professor*, Department of Political Science** **August 2014 to present**

Teach graduate classes for Master of Public Administration program, undergraduate classes in American Government/Policy Development, Writing for Political Science, Public Administration, Domestic Policy, Women and Public Policy, and Leadership Capstone class for University Studies major.

**Greenville Utilities Commission**

***OPTICS Training Manager* March 2014 to February 2017**

Responsible for design, planning, implementation, and evaluation of all training and change management activities for three-year enterprise-wide business processes/technology initiative designed to simplify, standardize, and consolidate business practices by implementing Oracle enterprise resource planning (ERP) system modules.

***Human Resources Director*  2007 to March 2014**

Director of Human Resources for 435+ employees for local government owned Utilities. Department includes Personnel, Benefits, Safety/Security, Buildings/Maintenance, Courier, Printing, and Occupational Health staff. Additional responsibilities include strategic planning, coordination of “mutual” policies and benefits with the City of Greenville, policy/process development, recruiting, employee relations and activities, and university and community relations. Member of the Management and Executive Teams.

* **Led** the transition from a fully insured health insurance plan to a two option self-insured plan with the addition of dental insurance.
* **Led** the organization–wide Classification and Compensation Study, working with consultants and the City representatives to develop and implement a new pay plan and a process for classifying positions going forward.
* **Developed** OrganizationalSuccession Plan and implemented elements including High Potential leadership development/coaching, Knowledge Retention for retiring employees in critical positions, and outreach to university programs with students with specialized skills.
* **Developed** annual Nuts and Bolts training for managers/supervisors to train on regulatory, disciplinary, and personnel policies
* **Developed** Employee-at-Risk intervention program to identify and re-train employees with unsatisfactory safety records.
* **Developed** revised personnel policies and procedures that reflect current practices and regulatory compliance to ensure standard practices and regulatory compliance across the organization.
* **Developed** and implemented new standardized hiring process designed to identify the most qualified candidates with the potential to grow and develop to meet organizational needs..
* **Consulted** with management to develop strategic initiatives while ensuring compliance with government regulations, company policies, and budgets.

**Sara Lee Bakery, Tarboro, NC**

***Plant Human Resources Manager*  2005 to 2007**

Management of Human Resources department for 800 employees, union-free bakery plant. Responsibilities included recruiting, training, discipline, performance management, compensation, policy/ procedure development, employee relations, and community relations.

**International Paper, Wooster, OH**

***Regional Human Resources Manager*  2003 to 2005**

Responsible for management of Human Resources function at eight locations, five unionized and three union-free, with 800+ employees. Reported directly to Division HR Business Leader and on a dotted line to eight plant managers. Recruited and maintained salaried workforce records for all locations through SAP/HR platform. Worked with HR administrators at plant locations to ensure that locations were in compliance with corporate direction and regulatory requirements.

**Champion International/ International Paper, Roanoke Rapids, NC 1993 to 2003**

***Employee Relations Manager* 1998 to 2003** Responsible for all employee relations for 570 employees and 400 retirees in unionized environment. Direct reports, exempt and non-exempt, included a HR generalist, health/fitness administrator, EAP administrator, mailman, and administrative staff. Reported directly to Human Resource Manager.

***Manager of Health and Family Services* 1994 to 1998**

Responsible for management, supervisory, budgetary, and administration of Health Services, Work/Life, Disability Management, Ergonomics, Hearing Conservation, and Employee/Family Assistance (EFA) staff and services; included Trauma Response, Diversity Awareness, Early Referral, and Retiree Activities.

***Employee Assistance Program (EAP) Coordinator* 1993 to 1994**

Delivered EAP services to mill and forest resources employees, dependents, and retirees at five worksites.

**Pitt County Mental Health Center, Greenville, NC**

***Coordinator of Community Services/Employee Assistance Programs*** **1988 to 1993**

***Information/Communications & Occupational Program Consultant* 1986 to 1988**

**East Carolina University, Greenville, NC**

**Departments of Political Science and Health Education/*Graduate Assistant* 1984 to 1988**

**Drama Department - *Costume Designer/Instructor* 1980 to 1984**

***EDUCATION***

**Ph.D. in Psychology/Human Resource Development** North Carolina State University

**Master of Public Administration/Community** **Health**, East Carolina University

**BFA in Drama/Design**, Carnegie-Mellon University

***SELECTED PUBLICATIONS AND PRESENTATIONS***

*Hiring the Best: From Recruiting to Onboarding* and *Disciplinary Issues and When to call It Quit!* - EAHEC 27th Annual Substance Abuse Services State of the Art Conference, November 2, 2011

Alexander, Patrice. 1998.”Family Leave” “Wellness Programs” “Burnout” “Crisis Intervention.” International Encyclopedia of Public Policy and Administration. Westview Press.

Alexander, Patrice. November-December 1997. “North Carolina Establishes EA Professional Board.” Exchange.

Alexander, Patrice and Smith, Frank (Summer, 1992) “Employee Assistance Program Utilization for Substance Abuse Problems and Organizational Climate as Perceived by Supervisory Personnel.” Journal of Health and Human Services Administration.

***UNIVERSITY APPOINTMENTS***

**April 1997 to 2003:** *Adjunct Faculty Member,* Adult Degree Program, North Carolina Wesleyan College

**August 1991 to 2003:** *Adjunct Faculty Member*, Departments of Community Health/Political Science, East Carolina University

***SELECTED PROFESSIONAL AND COMMUNITY ACTIVITIES***

**2011-present:** Member and current Chair of ECU of MPA Advisory Council

**2011-present:** Member and current Treasurer of ReLeaf

**1983-present:** Member and current Parliamentarian or NC Business and Professional Women

**2013 to 2022:** Member, Committee Chair, and Board of Directors of Greenville Noon Rotary

**2011 to 2013:** Vice-Chair and Chair of APPA (American Public Power Association) Human Resources & Training Committee

**2007 to 2018:** Member, Committee Chair, and Board of Directors of NC Coastal SHRM

**2009:** Graduate of Pitt-Greenville Chamber of Commerce Leadership Institute

**2008 to 2010:** Member of North Carolina Legislative Task Force on Substance Abuse

**1999 to 2003:** Member of Golden East SHRM, serving as President in 2002.

**1997 to 2003, 2005 to 2010:** NC Board of Employee Assistance Professionals, Chair 1997-2003, 2006-2010

**1996** **to 2003:** Legislative Study Commission on Mental Health, Developmental Disabilities, and Substance Abuse Services.

 **2000:** Appointed to Legislative Oversight Finance sub-committee.

**1994 to 2000**: Board of the Halifax (Warren) County Smart Start Partnership for Children, Chair 1997-2000.

***CERTIFICATION/LICENSURE***

Licensed Professional Counselor (LPC)

Senior Professional in Human Resources (SPHR) (SHRM-SCP)