

Bonnie K. Haase

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A business partner to leaders with an expertise in human resources. Experienced in organizational transformation, talent assessment, development & succession planning. Known for helping to build a strategic vision, having a collaborative style, and delivering creative, non-traditional solutions.

PROFESSIONAL EXPERIENCE

MBTA

2018

Assistant General Manager & Chief HR Officer

Partnering with the CEO, led the transformation of the culture to one of meritocracy, accountability and simplification. ~6500 employees, HR team of ~25. Transformed and revitalized the HR team reallocating costs & focusing on simplifying processes & the customer experience. Key results include:

- Redesigned hiring processes, reducing 50% of the steps, creating customer-based SLA & metrics. Increased volume hiring by 50% through improved processes. Simplified strategic workforce reviews.
- Reduced approval processes 80% on HR transactions; consolidated benefits mgmt. & improved controllership.
- Conducted analysis on FMLA issues, identified EE trends, process gaps, & implemented improvements
- Created transparent G&O program linked from organization/GM goals to each employee. Developed technology-based program, trained employees & implemented with 96% completion in 8 weeks.
- Led creation of the Mission & Values statements with GM and leaders linking to G&O's
- Conducted market analysis on titles, bands & pay, MEPA review & rolled out to leaders in 4 months.
- Conducted listening sessions with GM & front-line to build trust & engagement, identified areas to improvement.

GE Company

2006 – 12/2017

GE Corporate, Global Law & Policy

2009- 12/17

Executive HR Leader, Global Law and Policy and M&A

HR leadership for the Legal & M&A functions, reporting into C-suite leaders. Lead GE wide HR programs for the functions across all regions & businesses, working collaboratively with leaders. ~ 5K ee's worldwide. HR leader for 500 on corporate team. This included Compliance, EHS, Government Affairs in addition to traditional legal functions and the M&A professionals. Led or co-led programs & changes including:

- Simplified & streamlined functions –created nine CoE's resulted in 10-25% cost savings & streamlined the organizations. Worked across businesses, regions & all stakeholders to establish CoE's & address issues.
- Div. & Inclusion leadership for legal based team, set the annual strategy & delivered results including achieved a 70+% minority slate representation on external hires also created & managed D&I development programs
- Created rhythm on internal talent share discussion & placements with top tier leaders globally
- Succession Planning/People Reviews for the functions: annual CEO reviews, staff Senior Executive/Officer slates; assimilate new leaders GE, identify succession talent pipeline
- Professional Development:
 - Revamped two & created three new training programs for legal professionals, developed & enhanced pipeline/early career Fellowship program company wide.
 - Led the launch of 70 webinars on digital lawyering skills, building expertise through virtual learning tools.
- Legal integration leader across GE businesses during the Alstom acquisition; assessed leaders & placed talent
- Boston HQ: provided leadership on building the new culture at the new site; established the Boston wide volunteer & diversity efforts, working across all businesses sites & local groups to create unity in GE efforts.

GE Money – America's (Consumer Finance Division)

VP, Human Resources

2006-2008

Recruited back to GE. HR leader for the Customer Service & Collections functions for the consumer credit businesses. 11K employees in Canada, US, Mexico, India & Philippines. Led a global HR team

- Established the HR programs & policies for new call center sites in Guatemala & Philippines (500) from the ground up. included talent acquisition channels, design of benefits, polices & hired leadership team.
- Designed and launched first Work @ Home call center team ~160 Associates
- Led the strategy redesign of training programs: front line mgr., mid -career and entry level
- HR Leadership for significant reorganizations within HQ teams.

Allmerica Financial (now Hanover Insurance)

2004 – 2005

VP and Chief HR Officer

A \$3+B P&C Insurance Company with 4K employees. Transformed HR leaders and HR programs.

- Designed & delivered talent management process: assessed top 450+ employee
- Established consistent process for managing organizational changes effecting 500+ employees in either job changes or eliminations with no litigations.

General Electric Company

1991 – 2004

Industrial Systems

Human Resources Leader, Global Sales & Marketing

2004

Provide global HR leadership for sales & newly created marketing organizations (3,300+ employees).

- Partnered with new marketing leader on organizational transformation & upskilling of team.
- Partnered with sales leaders to reorganize team, which resulted in achieving cost reductions of \$6M.

Manager - Leadership Development, Compensation & Staffing

2001 – 2003

Provided HR support to CEO on various initiatives, managed a team of ten.

- Provided global leadership for succession planning process & delivery on commitments for business
- Led the recruitment, promotional & transition of executive level talent, including development plans
- Developed the first digitized succession planning review tool & database. Used globally across all businesses & in reviews with the CEO. Achieved 60%+ reduction in preparation time.
- Provided direction to local diversity groups on strategies, hosted business events & represented the CEO at local events; business liaison for corporate wide events.
- Managed all compensation programs, led reviews with the CEO, & GE Executive Compensation.

GE Capital, ERC, IRI division

Manager, Human Resources

1998 – 2001

Served on CEO's staff providing HR leadership for a newly acquired, stand-alone, global insurance company with 1000+ employees & a staff of 11. Provided guidance & support to leaders through significant organizational transformation, integration into GE blending of cultures. First GE leader on the executive staff.

- Led organization redesigns resulting in multiple structural realignments, outsourcing actions & downsizing. Reduced the organization by 40% with no litigation. Guided leadership teams to develop innovative solutions to organizational changes. Managed over 50% of Sr. Staff leadership change outs.
- Integrated & converted performance, pay & benefits programs to GE platforms; migrated HR policies & practices to align with GE yet keeping best of the prior company culture.
- Introduced meritocracy and leadership performance in people decisions. Introduced succession planning/people reviews. Managed out 75% of performance issues in first year, delivered on development commitments for high performers & cost management challenges.

GE Capital, Corporate

Manager, Human Resources Development – Risk Management & IT

1995 – 1998

A new HR leadership role to drive the creation of the Risk function & transformation of IT within GE Capital across corporate & 28 global businesses. Built HR processes to aid in the transformation. This included a new capabilities model, assessment process, hiring screen, leadership development programs & succession planning. Transitioned majority of the leadership team through process. Managed a team of four.

GE Capital, Vendor Financial Services business

Manager, International Human Resources & Compensation

1991 – 1995

- Participated on 15+ due diligences and integrations globally; assessed talent & integrated HR programs and policies; HR led on deal teams.
- Led consolidation of 15 compensation programs into one new Banding structure, ran comp cycles
- Strategic HR leadership for global operations in Europe, Canada, Japan.

Fidelity Investments

1983 – 1991

Senior Compensation Analyst - Corporate

Human Resources Generalist – Investment Management Divisions (300 ee's)

Co-op student & part time employee in school

EDUCATION

BS, Business Administration, Northeastern University, Boston, MA