

Kristin Zaepfel
Westford, MA 01886
Cell: 617-306-5088 Email: kzaepfel01@gmail.com

Summary

Accomplished, results oriented Human Resources Executive with more than 20 years of experience across technical/Cloud consulting, software and financial services industries supporting revenue growth and business strategy. Demonstrated expertise in strategic partnering, organizational effectiveness, talent acquisition, employee relations and talent management. Proven ability to identify, attract, develop, and mentor teams. Experienced at providing human resources leadership during periods of start-up and growth, organizational change, IPO, mergers and acquisitions and consolidations.

Expertise

Trusted Advisor	Employee Engagement	Benefits
Employee Relations	Talent Acquisition & Retention	Performance Management
Mergers & Acquisitions	Executive Compensation	Organizational Development

Experience

**2003 –
Present**

Alithya (formerly Edgewater Technology, Inc.), Wakefield, MA

Publicly traded international, high-growth strategy and digital transformation provider offering tailored information technology consulting solutions. Specific focus on Oracle Hyperion Enterprise Performance Management and Cloud applications, Microsoft technologies and custom application development.

Vice President, Human Resources

Strategic and tactical executive team member and company officer. Established, developed, managed and maintained Human Resources department with responsibility for oversight of all Human Resources functions including Recruiting, Benefits, Compensation, Employee Relations and Training and Development. Helped more than triple the size of the company – from 150 to more than 500 employees – through organic and in-organic growth. The organization is comprised of mostly virtual staff in 3 countries and more than 40 states. As a result of the merger of Alithya and Edgewater Technology, size of company is now 2,000+ resources.

- Lead department responsible for delivering HR services with specific focus on compensation, benefits, employee relations, recruiting and training.
- Liaison to Compensation Committee. Prepare analysis and coordinate annual calendar and meeting agendas. Manage relationship with compensation consulting firm. Coordinate and provide analysis for Executive Compensation and Board of Directors compensation studies. Participated in process to obtain Shareholder approval for new Equity Incentive Plans.
- Helped establish a branch office in the United Kingdom. Managed the international relocation of US employees and established policies and procedures to manage expatriate program. Helped grow the office to more than 20 staff. Implemented UK benefits program. Provide on-going management and support for all international issues.
- Conduct pre-close due diligence and assimilate and integrate employees from 10 acquisitions.
- Lead the launch and rollout of Officevibe. Officevibe is an online employee engagement tool that allows companies to assess employee engagement, promote communication and create and maintain engaged and successful teams. Help all levels of management understand how and where to take action to engage employees and drive performance.
- Lead the HR aspect of the entire due diligence and integration process when Edgewater Technology and Alithya merged.
- Collaborate with executives on new succession planning and calibration effort at the VP level and above.
- Implemented a new Employee Stock Purchase Plan for US and Canadian employees including rollout of new online Equity Platform.
- Manage all benefit programs in the US, UK and Canada including health, dental, vision, flexible spending accounts, life insurance, long and short-term disability and life insurance. Redesigned medical plan to contain costs resulting in a 6% decrease in the plan renewal. Evaluated, selected and rolled out new 401(k) plan.
- Retool and retrain the workforce. Implemented Junior Analyst training program for our highly competitive Enterprise Performance Management business in an effort to grow our own talent.
- Designed and implemented new streamlined and efficient performance management system.

1998 - 2003 Xchange, Inc. (formerly Exchange Applications, Inc.), Boston, MA

International, high-growth, customer relationship management software and services company.

Vice President, Human Resources

Participated in strategic decision-making as member of Senior Management Team. Created Company's Human Resources department and managed delivery of Human Resources services during time of unprecedented growth – from pre-IPO to public – from 125 employees to more than 475 employees in less than three years. Researched and applied best practices to development of strategic human resources initiatives.

- Led Human Resources and Office Services staff in three locations responsible for providing consulting services in management development, retention, recruiting, employee relations, benefits, compensation and office services.
- Elected corporate officer by Board of Directors and advisor to the Compensation Committee.
- Integrated three acquisitions resulting in the successful assimilation of 150+ employees.
- Provided leadership and direction to international offices in United Kingdom and Australia. Created international relocation and tax equalization policies and managed several international relocations.
- Implemented a 360-degree management development program to improve management practices at the Vice President level and above.
- Created performance management system called The Performance Partnership and trained all managers resulting in improved retention and development of staff.
- Managed creation and implementation of company wide compensation structure, including job families, salary grades, and salary ranges, improving external competitiveness and internal equity while containing payroll costs.
- Redesigned Company's benefit programs to ensure strategic positioning, market competitiveness and cost containment.
- Effectively managed displacement of more than 475 employees in multiple domestic and international locations.
- Managed successful implementation of two HRIS systems (ADP and Ceridian).

1997 - 1998 HPR Inc., Cambridge, MA (purchased by HBOC)

High-growth, publicly traded clinical software development company.

Director, Staffing & Employee Relations

Provided recruitment and employee relations consulting services to 200+ employees in four locations. Managed internal corporate communications to ensure timely and consistent communication of pertinent information to all employees.

- Established company's first in-house recruiting function, exceeding staffing objectives while reducing cost-per-hire by 40% in an extraordinarily competitive labor market.
- Facilitated communication between employees and managers to resolve problems, ensuring consistent, equitable and productive work relationships.
- Developed and implemented a comprehensive orientation program for all new hires which focused on HPR's core products, competition, and strategy, permitting new hires to "hit the ground running".
- Managed Affirmative Action planning and implementation, ensuring compliance with federal regulations. Developed and implemented an AA training module for all hiring managers.

1987 - 1997 Mellon Bank Corporation (formerly The Boston Company, Inc.), Boston, MA

Multi-billion dollar global financial services organization.

Assistant Vice President and Manager, Employment and Corporate Diversity

Managed staff of 14 in multiple locations responsible for delivering recruitment services to all levels of management.

Education

Allegheny College, Meadville, PA
Bachelor of Arts, Psychology

Bentley College, Waltham, MA
Certificate in Human Resources Management