

Lila Acosta McCain

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Human Resource LEADER

Versatile, authentic HR leader with 15+ years of experience improving results by aligning business goals with strategic people objectives. Passion for helping mission-driven organizations become more efficient and effective through improved processes and practices as well as employee engagement. Strategic and hands-on HR generalist, experienced with global, rapid growth and remote teams. Diversity, equity, and inclusion champion. International experience in Thailand and Costa Rica. Dual national with Peru. Fluency in Spanish.

EXPERTISE

Performance Management
Compensation/Recognition
Project Management
Succession Planning
Recruiting/Relocation
Compliance

Diversity, Equity, and Inclusion
Strategic Planning
Organizational Development
Policies & Procedures
Employee Engagement
Administration

Employee Relations
Change Management
Learning & Development
Benefits Design & Admin
Coaching & Communication
HR System Implementation

EXPERIENCE

ROOT CAPITAL, INC

Global Director of Human Resources

2019 to 2020

Improved global HR operations across ten countries through HR systems, policies, and practices. Revamped global compensation to improve equity and competitiveness. Increased staff accountability through performance management. Managed global HR/Administration team.

COMMUNITY ROWING, INC.

Board Chair

2010 to 2019

Led the board of directors of the largest U.S. rowing organization and managed growth from \$3M to \$5M over 5 years. Innovative thought leader on strategic planning, growth and marketing initiatives, annual fund, education, and human resources. Managed executive director and board governance.

JOBS FOR THE FUTURE

2010 to 2015

AVP- Human Resources reporting to the COO, responsible for all facets of Human Resources with HR staff of two and employee base of 95. Added rigor to performance management process; developed and executed on HR strategy to improve employee morale. Decreased employee turnover from 33% to 8%.

AMERICAN STUDENT ASSISTANCE

2006-2010

HR Director for high growth, not-for-profit higher education student loan guarantor. Reporting to the VP of HR, directed all HR operations and system implementations (HRIS, performance management and training LMS), bringing HR from operational to strategic. Oversaw staff of ten in organization that grew from 425 to 850 in two years. Improved employee satisfaction and engagement, resulting in recognition as Employer of Choice two years in a row.

Lila A. McCain

STRATUS TECHNOLOGIES

2005

HR Contractor supporting a manufacturer and professional services provider with 760 employees worldwide. Working for the VPHR, facilitated change management through new corporate values, onboarding, and performance management.

PERKIN ELMER LIFE AND ANALYTICAL SCIENCES | Boston, MA

2003-2004

Global HR Director with a \$2B global life sciences instruments company. Supported a business unit with 1,150 global staff, raising productivity and retention. Developed the leadership team. Developed an incentive program across the Americas, Europe, and the Pacific Rim to focus on desired results.

VERIZON Information Systems | San Jose, Costa Rica

2001-2003

International HR Manager for 150-employee independent business unit in Costa Rica and Belize. Reporting to the country manager, directed HR, training, change management, quality functions, and general administration for this yellow page advertising company with \$23M in revenues. Standardized HR policies region-wide across the Caribbean. Completed all projects below budget. Improved benefits and tuition reimbursement programs. Redesigned sales incentive program to increase client base.

Bell Atlantic Communications | Boston, MA

1998-2001

HR Business Partner for a telecommunications leader with 250,000 domestic employees. Acted as HR generalist supporting 14,000 employees across a 14-state area. Liaised with key decision-makers regarding succession planning and staffing issues, proposing strategic and cost-effective development initiatives. Provided clients with information on benefits, compensation programs, and recruiting tactics. Created individual and organizational growth plans to meet increasing needs. Coached leaders.

Bell Atlantic Communications | Boston, MA

1995-1998

Staff Director, HR Strategic Planning and Performance Management [1995-1998]

Collaborated with field managers to define job functions across the entire organization. Implemented standard performance measurements and training to facilitate a major culture change for union staff. Led efforts for HRIS intranet. Developed first corporate HR balanced scorecard.

NYNEX Network Systems Siam | Bangkok, Thailand

1992-1995

International HR Manager coordinating relocation, benefits administration, tax equalization, compensation, and local staffing to support 65 expatriates and their families. Liaised with TelecomAsia leadership in strategic partnership. Handled employee relations, with staff growth from 50 members to 3,000 members in two years. Controlled \$2M annual budget.

NYNEX | White Plains, NY

1987-1992

Associate Director, HR Technologies Planning/Corporate Methods overseeing payroll, benefits, compensation, staffing, EEO/AAP, and succession planning functions. Led PeopleSoft conversion.

EDUCATION

MBA in International Business and Marketing

PACE UNIVERSITY | NY

BA/BS in Psychology and Management

BOSTON COLLEGE | MA

American School of Lima

(F.D. Roosevelt) | Lima, PERU

LEADERSHIP

Samaritans, Inc., Advisory Council

Adolescent Wellness, Board Chair

Our Minds Matter, Board Member

Community Rowing, past Board Chair