

# JESSICA L. BAKER, MBA

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## SENIOR-LEVEL: Global Head/Human Resources Leader

Results-focused HR professional passionate about enhancing organizational success through innovative development and management of HR talent processes, programs and technologies. Known for creating strong partnerships with executive and senior management and successfully leading in global matrixed environments. Hands-on manager who expertly mentors and builds cohesive and collaborative teams.

### EXPERTISE

Strategic Planning • Organizational Development • Workforce Planning • Talent Acquisition • Team Building & Leadership • Executive Coaching • Employee Development & Relations • Performance Improvement • Facilitation • Compensation & Benefit Plans • Payroll • Vendor & Contingent Workforce Management • HRIS/ATS Implementation & Admin • Employer Branding & Marketing • Change Agent Process Engineering • Project Management • Business & Financial Acumen • Reporting Analytics

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## PROFESSIONAL EXPERIENCE

### GE CURRENT, A DAINTREE COMPANY • Boston, MA.

March 2019 – May 2020

Separated from GE 4/1/2019, Intelligent Lighting and IOT software technology business

#### Global Talent Acquisition Director

Hired to partner with GE team members to create a path of separation from GE for Talent Acquisition and Onboarding. Responsible for building a strategic approach for wing to wing recruitment for the new Talent Acquisition function, both processes, technology implementations and policies across the global footprint.

*Swiftly accomplished:* effective parent separation, day one open roles, recruiting resources and technology contracts globally, established new ATS for day one launch, electronic signature of offers integration, background check procurement, and an onboarding program. Delivering effective contingent workforce MSP separation and new VMS implementation, and ADP Workforce Now ATS integration. Role eliminated as a result of COVID-19 Layoff.

### CITIZENS BANK • MA & RI

Top performing regional bank across New England, Mid-Atlantic & Midwest, 18,000+ Colleagues

#### Head of Talent Acquisition Services

March 2017 – Dec 2018

Responsible for service delivery, innovation and efficiency within: Talent Acquisition Operations & Compliance, Contingent Workforce Program Management, Employment Brand Marketing, Building Workforce Planning, Talent Acquisition analytics, budget management, strategy and initiative support. Led an experienced team of 25+ staff.

*Key initiatives:* Evolved our TA delivery model for operational effectiveness via lean engineering with ATS optimization, sourcing redesign, metric dashboard development, improving the rigor of selection and elevating the candidate experience. Delivered hiring solutions for key strategic areas: sales, agile, digital technology and creative marketing.

#### Head of Talent Acquisition, Corporate Functions, Business Services Technology and Operations

Nov 2014 – March 2017

Led an experienced team of 10+ colleagues delivering over 2,000+ hires annually in corporate roles, technology/digital and operations that support the bank in delivering the best possible banking experience.

- Delivered fills 18% over plan, with improved time to fill (48 days), and the team earned high satisfaction ratings across all clients at nearly 90%. Met advance delivery of key digital talent build out for enterprise initiatives all requisition requests filled.
- External Resource Sub-Council Member, provided business line guidance and approval of enterprise requests for all Consultancy Services, Flex Staffing, and Third-Party Resources. Council yielded 7% savings through 2016 and provided guidance on effective staffing strategies and procurement selection.

## **BNY MELLON • Boston, MA**

Asset & Wealth Management securities servicing company with 49,000+ employees worldwide

### **Vice President, Global Head of Recruiting, Investment Management** **Nov 2010 – May 2014**

Led a global team (+20) delivering talent acquisition strategies and services to 5,000+ employees in the Asset & Wealth Management businesses, focused on delivering a positive internal client and candidate experience.

- Built internal executive recruitment function for Wealth Sales hiring
- Launched & led RPO engagement (first for BNY Mellon) to support multi-year growth effort in Wealth Management and the implementation of a candidate pipeline CRM system
- Divisional lead for ATS (Taleo) upgrade and optimization governance steering committee
- Leader in a global corporate talent acquisition services transformation structural review initiative
- Program Manager for the 2010-2011 global HR formal mentoring program, advisor to the creation of a global HR job shadowing program and career development site
- Global Human Resources Operating Committee Member

### **Vice President, Human Resources Business Partner, Asset Management** **Aug 2008 – Oct 2010**

HR advisor to the North American sales, marketing and client service; global strategic planning; and operational support. In collaboration with Centers of Excellence, developed, implemented and administered HR programs. Analyzed HR environments and recommended solutions that delivered tools and techniques for managers in coaching, development and retention of their talent. Led (directs 2) Graduate Recruiting Program and dedicated line of business recruitment support.

- Led an enhancement and implementation effort of the Global Talent & Recruitment Strategy for the Division
- Co-designed with L&D a divisional Global Talent Review Planning process for first time implementation
- Steering committee member for the development of a Focus on Performance manager training program
- Developed a Divisional HR Metric Dashboard
- Divisional team lead on Corporate wide HR initiatives: Severance Plan redesign, New Employee On Boarding Program, Performance Management, Corporate rollout of a new compensation planning system, and designer of corporate training materials
- Divisional lead on corporate restructuring initiative with direct oversight for 75+ global employee reductions
- Selected as a Mentor in the global HR mentoring program

## **BOSTON FINANCIAL DATA SERVICES • Quincy, MA**

**2006 - 2008**

Transfer agency for the mutual fund industry with 3,000+ employees in multiple locations nationwide.

### **Senior Human Resource Consultant**

Provided consult to all Corporate Functions, including Technology and a large client facing team; directly supported 800+ associates, and ten executive teams. Directed process reviews, leadership development, compensation analysis and employee reviews. Consulted with all levels of management within various divisions, lead business partner on employee relations, business strategy development and organizational development. Developed and facilitated training programs. Mentored junior HR employees in developing skills and capabilities. Served on committee to increase effectiveness of corporate communications and Metric Scorecard development.

- Developed an intranet-based manager toolkit that provided instruction and guidance on administering and development of the employee lifecycle in a low-cost easily accessible format.
- Led standardization & design of corporate policies and facilitation of the performance improvement process, managing performance problems and writing effective performance appraisals
- Lead in developing a pilot in construction and design of a talent review process, succession management and a high potential program
- Increased employee satisfaction by establishing a divisional recognition program. Recommended and implemented an enterprise-wide reorganization of HR consultants based on a strategic approach to assessing level of engagement.
- Honored with two "You Make a Difference" awards

## **REZ-1, INC. • Newton, MA**

**2000 - 2006**

Nationwide technology services company 200+ employees.

### **Director of Human Resources**

Led enterprise-wide HR function (directs 2), establishing policies and programs to support rapid growth while instilling a strong corporate culture. Functioned as a resource and advisor to senior managers, providing coaching with talent development and performance management. Led a team in servicing talent acquisition, employee retention, training & development, employee rewards, compensation and benefits, and employee relations. Directed all HRIS, payroll, vendor and facilities management.

- Effectively guided organization through three-fold growth within five years, establishing better executive relationships and fueling an appreciation for the value of an HR function company-wide.
- Recruited and on-boarded 60% of corporate population while maintaining just 4% turnover.
- Automated the recruitment process, decreased payroll errors and streamlined processes by implementing an HRIS and first-time business standards
- Developed a compensation program with position benchmarks, a pay grade structure and guidelines for consistency in compensation decisions.
- Initiated and developed in-house professional development programs to improve communication, leadership, project management, teambuilding and technology skill building.

**HOLLAND MARK EDMUND INGALLS • Boston, MA**

**1996 - 2000**

Advertising agency with 130+ employees serving customers nationwide.

**Corporate Accounting Manager**

Oversaw all aspects of corporate accounting, including payroll, accounts payable, collections and general accounting. Directed month- and year-end closings, preparing financial statements for executive approval. Led the budgeting and forecasting function. Managed a team (directs 7) responsible for daily cash management, 401k administration and tax filings. Managed external auditors and bankers, as well as vendor relationships.

- Coordinated implementation of a new accounting and media software package.
- Decreased the monthly close cycle to 7 business days by continuous improvement of accounting processes
- Successfully completed year-end close despite unexpected senior talent loss, learning and documenting a full system of additional processes.
- Honored with merit and above-and-beyond awards for achievements on special projects.

**EDUCATION**

**Master of Business Administration in Human Resources Management**

May 2006

University of Phoenix • Phoenix, Arizona

**Bachelor of Science in Business Administration in Accounting**

May 1996

Salem State College • Salem, Massachusetts

**CERTIFICATIONS & PROFESSIONAL DEVELOPMENT**

Human Resource Certification Institute (HRCI)  
Senior Professional in Human Resources (SPHR)

2007-2014

Insights Discovery Accreditation  
SHRM Learning System – Northeastern University  
Certified Management Accountant Preparation Course

**AFFILIATIONS**

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|---|-------------------------------|
| Weymouth Music Boosters member – President 2018 - Current                   | 2014- Present                 |
| Citizens Bank Women’s Impact Network Member                                 | 2017- Dec 2018                |
| North East Human Resources Association (NEHRA) Member                       | 2000-2014, Dec 2018 - Present |
| Committees:   |                               |
| Co-Chair Metrics 2008-2013  |                               |
| Professional Development 2004-2008  |                               |
| Society of Human Resources Management (SHRM) Member                         | 2000-2014                     |
| BNY Mellon Women’s Initiative Network Member                                | 2008-2014                     |
| Bersin by Deloitte TA Senior Leader Working Group Member                    | 2014                          |
| Human Capital Institute – Executive Member Human Capital Strategy Workgroup | 2010-2011                     |
| Aberdeen – Research Advisory Council Member                                 | 2009-2011                     |