

Courtney Ewell, SPHR

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Professional Summary

Experienced Human Resources professional with a proven track record in HR strategy, employee relations, performance management, and mergers & acquisitions. Adept at leading HR teams, optimizing HRIS systems, and ensuring compliance with federal, state, and local employment laws. Skilled in developing and executing HR policies and programs that align with organizational goals.

EXPERIENCE:**THE VERTEX COMPANIES, LLC, Weymouth, MA**

(2020 to Present)

Human Resources Director (January 2024 to present)

- Lead the full spectrum of HR functions—including employee relations, performance management, compensation, and benefits administration—for a geographically diverse workforce across the United States, Canada, and Mexico.
- Serve as a strategic HR partner to senior leadership and Managing Directors, ensuring alignment of HR initiatives with organizational goals across North America.
- Resolve complex employee relations issues across all three countries, conducting investigations and implementing equitable, region-specific solutions to promote a positive and compliant workplace culture.
- Spearhead HR due diligence efforts in M&A transactions, evaluating organizations in the U.S., Canada, and Mexico to identify risks and streamline post-merger integration.
- Collaborate with legal, finance, and operations teams to execute communication and change management strategies sensitive to cultural and regulatory differences across regions.
- Harmonize compensation and benefits programs to deliver competitive and compliant offerings across the U.S., Canada, and Mexico.
- Ensure HR policy compliance with U.S. federal, state, and local laws, as well as Canadian and Mexican labor laws and regulations.
- Lead end-to-end implementation of the Workday Human Capital Management (HCM) system for the tri-national workforce, ensuring regional system configurations and integrations.
 - Partner with IT and global stakeholders for seamless Workday integration and deployment.
 - Configure and optimize Workday modules (Core HCM, Compensation, Benefits, Payroll, Talent Management) to meet country-specific business and compliance needs.
 - Serve as Workday SME, providing cross-regional user support and training.

Human Resources Manager (September 2020 to December 2023)

- Directed employee relations initiatives across U.S., Canadian, and Mexican offices, supporting local HR policies while maintaining global consistency.
- Managed immigration processes for international employees in North America, including coordination of U.S. visas and cross-border mobility for Canadian and Mexican talent.
- Supported M&A activities across North American entities, contributing to due diligence, organizational planning, and post-integration activities.
- Led performance management and merit cycles across regions, ensuring fair and culturally sensitive evaluation processes.
- Oversee the company's Employee Engagement Committee and assist with planning and facilitating company activities.
- Acted as the primary liaison with benefits providers and third-party administrators, handling cross-border benefits inquiries and administration.
- Contributed to the design and delivery of total rewards programs across multiple countries, ensuring competitiveness and compliance.

- Supervised a team of 2 HR professionals while delivering consistent service and support across international operations.
- Produced HR analytics and reporting for U.S., Canadian, and Mexican employee data, including dashboards and board-level presentations.
- Managed onboarding and offboarding processes tailored to legal and cultural requirements in each country.
- Led U.S. compliance reporting (EEO, 5500, AAP, HIRD) and supported Canada and Mexico-specific compliance requirements

Total Rewards Administrator (February 2020 to September 2020)

- Served as the primary point of contact for employee benefits across North America, assisting U.S., Canadian, and Mexican employees with plan selection, eligibility, and issue resolution.
- Managed annual open enrollment, including the communication of benefit offerings and coordination with vendors across borders.
- Handled benefits transactions (enrollments, COBRA, terminations, life events) for employees in the U.S., and supported similar processes in Canada and Mexico through local HR partners.
- Liaised with vendors and brokers across multiple time zones and legal jurisdictions to ensure timely delivery of benefits and services.
- Created and maintained benefits documentation in HRIS for tri-national employee populations.
- Designed wellness and educational programs with inclusive messaging for a multicultural workforce across North America.
- Audited vendor invoices and ensured accuracy of benefit-related financial reporting across all locations.
- Monitored legal changes in benefits-related regulations and proposed proactive strategies for compliance across the U.S., Canada, and Mexico.

BENCHMARK SENIOR LIVING, Waltham, MA

(2017 to 2020)

Total Rewards Analyst (February 2018 to February 2020)

- Provide quarterly turnover scorecards for Senior Leadership
- Complete various compensation surveys
- Develop standard weekly, monthly and quarterly reports; design, run and maintain ad hoc queries via UKG.
- Supports the annual compensation process by preparing reports, collecting and summarizing recommendations for management review, conducting ad hoc analysis to ensure changes are aligned with budget, and conduct reconciliations.
- Responsible for integrity of data in the HR system. Continuously monitors and audits HR data and works with HRBP team to ensure accuracy of employee data.
- Pull and compile data from multiple sources to be used in analyses of people-related data and deliver results to the business leaders
- Analyze and derive meaning from people-related data to help leaders make informed business decisions
- Support key HR Operations team projects and process improvement initiatives

Benefits Analyst (September 2017 to present)

- Process open enrollment for 6,000+ associates
- Managed the implementation of a new benefit administrator (Hourglass Systems)
- Responsible for data processing and entry including: New hire data entry, processing weekly benefit deduction add, changes and terms, qualified life events
- Assist in maintaining 401(k) plan with Empower
- Administration of the wellness program with Virgin Pulse
- Drives ad hoc projects as needed to streamline processes and improve efficiencies
- Manage entire billing process for all benefits. Including full reconciliation of all invoices
- Completes audits of benefit enrollments and deductions to ensure data is flowing properly through the various systems

Payroll Lead (February 2017 – September 2017)

- Assist in the stabilization of the payroll department
- Improve and streamline payroll processes
- Ensure payroll is being completed timely and accurately

MCMC, LLC, Quincy, MA**(2016-2017)***HR Supervisor (February 2016– February 2017)*

- Administer Health and Welfare programs, including invoicing
- Coordinate new hire orientation
- Maintain 401(k) plan
- Coordinate employee set up in payroll; communicate all changes to payroll
- Create ad hoc reports
- Manage Human Resource Administrator
- Assist with Affirmative Action Plan
- Conduct exit interviews
- Oversee Employee Activity Committee for Quincy, Tennessee and Florida offices

CLINTON HEALTH ACCESS INITIATIVE, South Boston, MA**(2014-2016)***Senior Payroll Coordinator (August 2015 – January 2016)*

- Process monthly payroll using Expaticore (30 countries (1,000 employees))
- Maintain direct contract with country directors regarding any payroll changes or issues
- Prepare monthly pension file for funding
- Oversee payroll administrator's duties

Payroll Administrator (July 2014 – August 2015)

- Process bi-weekly and monthly ADP payroll cycles
- Process monthly Expat changes for Expaticore payroll
- Prepare monthly stipend file for wiring
- Prepare associated international wire file for ADP payrolls
- Coordinate with HR to enter all payroll data necessary to process and meet payroll schedules
- Maintain current knowledge of the ADP payroll processing system
- Assist in the review of payroll records to ensure compliance with applicable state and federal wage and hour laws, payroll tax, etc.
- Process bi-weekly and monthly 401K upload to Fidelity
- Ensure that state registrations are current
- Assist in reviewing multi-jurisdiction state remittance, reporting and compliance
- Respond to all correspondence from state revenue and unemployment agencies
- Assist in the review of quarterly SUI & 941 reports for accuracy
- Run scheduled standard and ad hoc payroll reports

MCMC, LLC, Quincy, MA**(2012-2014)***HR/ Payroll Coordinator (January 2014 – July 2014)*

- Process a multi-state, multi company bi-weekly payroll using ADP (5 companies (500-600 checks))
- Maintain employee benefits, bill reconciliation for health, dental, vision, life and other voluntary benefits
- Complete employment verifications and unemployment paperwork
- Maintain all state taxes for 5 companies
- Process quarterly tax documents for various states

- Process all garnishments
- Process a weekly journal entry and initiation for the CFO and Controller of MCMC
- Assist the Vice President and Supervisor of Human Resources with extensive reporting, various projects

HR/Payroll Administrator (October 2012- January 2014)

- Process a multi-state, multi company bi-weekly payroll using ADP (4 companies)
- Maintain employee benefits, bill reconciliation for health, dental, vision, life and other voluntary benefits
- Help with the recruitment process i.e. job posting, reference checks, and scheduling interviews
- Assist in compliance regarding Affirmative Action Program including the tracking and administration of required EEO data
- Complete employment verifications
- Maintain all state taxes for 4 companies
- Process quarterly tax documents for various states
- Process all garnishments
- Process a weekly journal entry and initiation for the CFO and Controller of MCMC

Administrative Assistant (January 2012- October 2012)

- Assisted with HR projects, recruitment, hiring and compliance.
- Managed employee files and benefits enrollment.

Education:

Southern New Hampshire University

*Major: Bachelors of Science in Business Administration
Concentration in Human Resource Management*

Licenses & Certifications:

Senior Profession in Human Resources

HRCI

SKILLS:

Microsoft Office (Word, PowerPoint, Excel, Outlook), ADP, Workday, Expaticore, iCIMS, Box, Silkroad Systems, Ultimate Software, Benefit Focus, HourGlass Systems, Yardi, Saba, PayFactors, Deltek