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## Christina Mahoney

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(603)315-9185 | christina821fournier@gmail.com  
270 Harvest Lane, Bridgewater, MA 02324

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### Professional Summary

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Experienced VP of Human Resources with a proven track record of success leading employee benefits, compensation and HRIS functions.

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### Work History

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**Knitwell Group** (Talbots, Ann Taylor, Loft, Lane Bryant, Chicos, White House Black Market, Soma)  
Hingham, MA | New York, NY | Ft. Myers, FL

#### **VP, Human Resources - Benefits, Compensation & HR Systems**

**November 2021 – January 2025**

- Lead all aspects of employee benefits programs including medical, dental, vision, STD, LTD, life and AD&D, EAP, voluntary benefits, retirement plans and executive specific programs.
- Lead the development of strategies in the areas of base pay, incentive programs, and executive compensation that improved employee performance and retention while meeting business needs.
- Lead the development, design, implementation, and enhancement of Workday HCM, which interfaced with HR vendors.
- Evaluated decisions and results of the department; recommended new approaches, guidelines, and procedures to affect continual improvement in efficiency of the department and services performed.
- Planned, oversaw business requirements and technical specifications as required in conjunction with IT business partners.
- Strategically partnered with executives as organizational plans and programs were formulated, ensuring all leaders understood and considered the potential impact and/or opportunities for employees.
- Partnered with executive management to develop, implement, manage, and continually evaluate all compensation and benefit programs, plans, and strategies.
- Created effective teams and partnerships to successfully accomplish goals.

#### **Director of Benefits**

**November 2019 – October 2021**

- Directed staff in the administration of employee benefits including medical, dental, life, leave of absence, wellness programs, pretax spending accounts, pension and 401(k) plans.
  - Oversaw company benefit programs/policies and assured they were administered consistently across the organization.
  - Supported development of the short-term and long-term benefits strategy.
  - In partnership with the broker, considered the subject matter expert with respect to all benefit programs. Consulted with legal partners and vendors to resolve plan/participant issues. Oversaw file feeds for assigned plans.
  - Assured the department followed all federal and state laws governing benefits (i.e. ERISA, ACA, HIPAA, FMLA, COBRA, etc.). Monitored changes in regulations. Prepared and filed Form 5500's, supported plan audits and managed required mailings.
  - Directed and oversaw the open enrollment process, including the development and communication of educational materials. Approved all communications.
  - Partnered with the medical carrier to develop and implement employee wellness programs and activities designed to improve employee health and wellbeing.
  - Developed and managed spending to the department budget. Directed the invoice process.
  - Built strong relationships. Held staff and vendors accountable while leveraging their strengths in establishing strategies and programs proactively. Addressed all issues and service gaps.
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**Agero, Inc.**

Medford, MA

**Benefits Manager****January 2015 – November 2019**

- Responsible for the administration of all employee benefits programs, including medical, dental, vision, life and disability insurance plans and pretax spending accounts as well as 401(k) and pension programs for US and Canadian employees.
- Oversaw the delivery of the company's annual enrollment period; designed communication materials to educate and update employees about benefits programs and participated in the implementation/introduction of new programs.
- Oversaw the development and planning of wellness programs. Coordinated scheduling, communication and delivery of wellness programs across the organization. Ensured programs were relevant, effective and met the needs of employees and the organization. Developed analysis and reporting to measure ROI.
- Oversaw the company's leave of absence program, including management of the outsourced vendor to ensure compliance with all defined requirements, including the timely resolution of any performance deficiencies.

**Performance Manager****October 2012 – December 2014**

- Created and managed the overall service delivery strategy for roadside assistance providers within the Agero/Cross Country Network.
- Responsible for improving service delivery metrics, customer satisfaction, and reducing costs within zone.
- Managed providers to meet assigned performance metrics for all services and assisted with coordinating competitive intelligence and market feedback.

**Marriott International**

Springfield, MA | Boston, MA

**Assistant General Manager****April 2011 – October 2012**

- Assisted the General Manager in overseeing day-to-day operations including managing staff, overseeing maintenance and ensuring hotel profitability.
- Tended to all facets of hotel operations in the absence of the GM.

**Enterprise Rent-a-Car**

Hartford, CT

**Assistant Branch Rental Manager****June 2007 – April 2011**

- Assisted the Branch Rental Manager in overseeing branch operations including managing staff, ensuring customer satisfaction and meeting financial goals.
- Management Trainee Program graduate (2008).

**Education****Western New England University****August 2003 – May 2007**

Springfield, MA

Bachelor's Degree, Business Administration

**Areas of Expertise**

Employee Benefits Design  
Employee Incentive Programs  
Employee Wellness Programs  
Employee Retirement Plans

HR Information Systems (HRIS)  
Data Analytics/Migration  
ERISA, ACA, HIPAA, FMLA, COBRA  
Post-Merger HR Integration

Executive-Level Communication  
Stakeholder Engagement  
Vendor Management  
Team Leadership