

BONNIE J. BYSTREK, SPHR

BOSTON, MASSACHUSETTS & PROVIDENCE, RHODE ISLAND

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SUMMARY

Results-driven Human Resources Executive skilled at elevating the HR function to support business maturity, new owner growth goals, business & cultural transformation. 20+ years of global experience from mid-size to Fortune 100 companies in financial services, tech, professional services, healthcare & insurance. Trusted advisor and confidant to C-level peers, board members & private equity partners. Expert in driving high performing teams & individuals using collaboration, resilience, and humor. Built diversity programs so employees can bring their whole self to work. Predictive Index Maverick.

- Skilled at Upleveling the HR Function to be Poised for High Growth & Business Transformation
- Leverage Values to Achieve Cultural Aspirations and Drive Employee & Client Engagement
- Track Record of Engaging & Retaining Talent as Both the Seller and Acquiring Entity (M&A)
- Expert in Workforce Planning, Org Design & Succession Planning that Optimizes Talent

PROFESSIONAL EXPERIENCE

VIRTUAL, INC., Wakefield, MA

2019 – Present

First CPO hired to elevate the HR function to prepare for growth due to new private equity partner & 2 mergers; Global professional services firm that partners with tech standards & professional societies, from start-ups to Fortune 100 firms.

Chief People Officer

Reporting to CEO, built a 7-person team for up to 325 global employees going through business/cultural transformation.

- Upskilled/realigned HR team to be business focused vs. tactical; upgraded co. leadership resulting in a 30% increase in eNPS; engagement survey “agreement scale” improved by 34%; won Top Places to Work twice.
- Led a cultural transformation from seniority to performance based, with clear goals/roles, 360 feedback and pay for performance. Created tools to create high performing client teams resulting in a 92% increase in NPS (+30).
- Leveraged workforce planning to identify future talent needs; introduced quarterly talent assessments which showed 99% retention of “High Potential” and “Experts”; and majority of terms were underperformers (75%).
- DEI strategy included 5 employee resource groups, quarterly education forums, employee led steering committee & creation of the Northeastern Social Justice Fund. Pulse survey “inclusion” rating increased by 24% (+85%).
- Built an equity program to retain key talent with 100% retention after 4 years; created a compensation philosophy and a salary/bonus structure; replaced the annual performance review with quarterly check-ins; 99% compliance.
- Created tools related to performance management, employee engagement & teambuilding using Predictive Index. Built a leadership development program for 60+ mgrs.; trained 200+ on a 6-month servant leadership program.
- Oversee HR Advisory services to 25+ global clients including full HR outsourcing & services; high NPS ratings.
- Participated in the integration of 4 global acquisitions/mergers including due diligence and organization design; led the talent, business and cultural integration that increased capabilities and clients.

NORTHEASTERN UNIVERSITY, Boston, MA

Adjunct Professor, Graduate Human Resources Program

2019 - Present

- Part time professor in the College of Professional Studies, Graduate HR Program

SAINT ELIZABETH'S MEDICAL CENTER, Boston, MA

2017 – 2019

Largest for-profit, private (equity owned), system in the US. Provides specialized cardiac & orthopedic surgical services.

Head of Human Resources, Vice President

Reporting to the new President, built a 9-person HR team for 2,300 employees going through significant business growth.

- Improved operating margin, patient experience, and quality by spearheading a cultural transformation that focused on results; built Pillars of Excellence to communicate a vision that employees could relate to.
- Supported surgical business growth by filling over 1,400 positions; significantly decreased cost per hire, time to fill and use of agencies; leveraged aspirational CARES values to engage and attract top talent.

- Improved customer experience, enhanced credibility, and increased productivity of the HR team by upgrading talent and implementing best practices; identified process improvement through better use of technology.
- Significantly reduced the cost of employee relations (155% decline) by building strong relationships with the unions including the MNA and SEIU local chapters; successfully negotiated a 5-year contract with the MNA.

STATE STREET GLOBAL EXCHANGE (SSgX), Boston, MA

2013 – 2016

Financial technology start-up that provides innovative, risk technology solutions (software as a service) and insight (thought leadership) to asset owners & managers. Part of State Street Corporation, a public company headquartered in Boston.

Global Head of Human Resources, Global Exchange

Drove talent strategy for a start-up software business unit with 2,000+ employees in North America, EMEA and APAC.

- Supported new product development and aggressive business growth goals by directing the global HR Business Partners and client dedicated COEs to provide customized talent solutions.
- Improved product innovation and client centricity by coaching executive leaders on organizational redesign.
- Led the Cultural Ambassador Committee to promote the aspirational cultural values identified during the start-up phase; pulse surveys showed increasing employee commitment.
- Facilitated top talent sessions to ensure retention of key staff; development included a 9-box assessment, 360-assessment, stretch assignments, mentoring circles & targeted training.
- Led EMEA lift out for 35 Scottish based employees; worked closely with buyer for a smooth transition.

TOWER GROUP INTERNATIONAL LTD/ONEBEACON INSURANCE, New York/Boston, MA

2002 – 2013

Publicly traded, global diversified insurance/reinsurance holding company headquartered in New York City with \$2 billion in gross premiums and 1,700 employees in 19 offices. Prior to lift-out, worked for OneBeacon Insur. (White Mountains Group).

Head of Human Resources, Personal Lines, Claims, Underwriting, Technology, IT, Specialty

Supported new owners by creating business focused HR solutions, member of the senior leadership team.

- Represented Human Resources as buyer/seller during due diligence; worked with key leaders to identify talent needs; largest transaction resulted in a 50% headcount increase (95% hiring rate; 500+ hires) and 10 new offices.
- Worked closely with the executive team to design an efficient organizational structure to drive profitable growth; Instrumental in creating the integration plan to successfully onboard product and support functions.
- Collaborated with HRBP's and executive team to drive the cultural transformation necessary to embrace new values, leadership expectations, and communication practices; strengthened the overall HR operating model.
- Led a cultural transformation at OneBeacon that emphasized results and accountability that led to the company turnaround, including increased productivity, quality, and employee engagement while decreasing turnover.

O T H E R

Artisoft, Inc. (Public Software Company), **Head of Human Resources**

PNC Bank/First Data (Currently BNY Melon), **HR Business Partner**

Scudder Kemper (Private Asset Manager), **HR Business Partner**

E D U C A T I O N

Master of Science, Human Resources, NORTHEASTERN UNIVERSITY, Boston, MA

Bachelor of Science, Business Administration, Organizational Behavior, UNIVERSITY OF CONNECTICUT, Storrs, CT

P R O F E S S I O N A L D E V E L O P M E N T & V O L U N T E E R I S M

- **Senior Professional Human Resources (SPHR)** Certification (2011-Present)
- **Human Resources Leadership Forum (HRLF)**, Program Committee & Emerging Leaders Program (2016-Present)
- **Senior Human Resources Networking Group of New England (SHRN)**, Member (2016-Present)
- **Boston Human Resources Council (BHRC)**, Member (2023-Present)
- **Insurance Industry Charitable Foundation (IICF) Board Member**, (2011 -2013)
- **The Boston Club**, Member (2024-Present)