

Executive Summary

Human Resources Executive who bridges relationship HR (organizational development) and analytical HR (compensation, benefits, metrics) to support business strategy.

Profile: 25+ years experience strategic workforce planning and implementation of practical talent solutions & infrastructure resulting in goal achievement for mid-market medical devices, semiconductor capital equipment, manufacturing, software, technical-professional-financial services, venture capital, non-profit & government organizations.

Strategic & Operational Expertise: organic growth, joint ventures / acquisitions / divestitures, reorganizations, global expansion, change management, organizational effectiveness, succession planning, training & development, communications, employment, employee relations, compensation, benefits, site selection and policies.

Interim, project and consulting assignments to accommodate fluctuating business needs.

Selected Achievements

- **Created and manage a human capital consulting, training and coaching firm serving mid-market companies.** Business development, thought leadership, service design & delivery, project & account management and collaborations.
- **Improved bench strength through leadership development programming.** Assessed learning needs. Developed leadership profiles, peer learning forums, coaching, on the job learning opportunities. Workshops: strategic workforce planning, scenario planning, hiring top talent, coaching, employee productivity & retention, team development, performance management, conflict management and project management. *Manufacturing, financial services, insurance, pharmaceuticals, non-profit, government, public seminars.*
- **Designed site selection tools to evaluate local labor markets of prospective locations.** *Tech-Support Call Center, 10,000+ employees:* assessed 25+ prospective locations, opened 5 sites over 4 years in North America; 500-1000 employees per site. *Software Developer, 6,500+ employees:* assessed US & European sites, 2 sites selected, 20% operational efficiency improvements expected.
- **Achieved financial and operational turnaround of a joint venture / acquisition between Teradyne, Inc. and General Scanning, Inc.** Strategies: organic growth, global expansion, addition of product lines serving new markets. Result: largest revenue & profit generating division, expanded from 2 to 5 capital equipment product lines, transformed components manufacturer to vertically integrated systems solution provider.
- **Improved capital equipment manufacturer's ability to attract and retain scarce engineering talent critical to delivering value to Fortune 1000 customers.** Recruited new bench strength from entry level and seasoned candidates. Retained existing talent through professional development, redefining career paths across 5 engineering job families (horizontal and vertical), premium compensation pay, recognition & rewards.
- **Moved high-tech global company from engineering to a customer driven culture.** Adopted divisional structure, defined core values and business goals, implemented leadership communications campaign, redesigned approaches for delivering customer value, reinforced through performance management, recognition and rewards programs.
- **Transitioned to a market based compensation system with greater risks / rewards.** *800 person global technology firm.* Shaped compensation philosophy & programs (base salary, profit sharing, key employee & management bonuses, domestic & international sales incentives, stock options...) and educated managers for continuity in their application. Redesigned benefits portfolio to attract employees while containing costs.

Carol Bergeron



work 781-376-4071, carol@bergeronassociates.com

- **Led the selection of HR programs for corporate wide implementation and supported division specific HR programs** through the oversight of 4 divisional HR managers and corporate HR staff.
- **Selected for pivotal corporate and divisional HR leadership roles** based on resourceful and adaptable approach in addressing unfamiliar workforce challenges.

Career History

President & Founder	BERGERON ASSOCIATES™, Burlington, MA, 1998 - present <i>Human Capital consulting, training & coaching</i>
Director, Human Resources, Administration & Facilities	GENERAL SCANNING, INC., Wilmington, MA, 1989 - 1998 <i>Worldwide high-tech manufacturer for semiconductor, medical, electronics, automotive, aerospace & consumer packaging industries</i>
Manager, Human Resources	ISI SYSTEMS, INC., Bedford, MA, 1988 - 1989 <i>Property & casualty insurance data processing firm</i>
Human Resources	SYMBOLICS, INC., Cambridge, MA, 1983 - 1988 <i>Designer / distributor of computer workstations</i>

Community Leadership

Membership & Program Committee, Blogger	ASSOCIATION FOR CORPORATE GROWTH, 2003 - present <i>Grew membership from 753 (2005) to 951 (2008)</i>
President, Membership Chair, Event Chair	INSTITUTE OF MANAGEMENT CONSULTANTS, NE, 2002-present <i>Improved financial status, community visibility, member value</i>
Event Chair	MEDICAL DEVELOPMENT GROUP, 2008 – present <i>Piloted joint program between MDG & ACG</i>
Elected Trustee	QUAIL RUN CONDOMINIUM TRUST, 2000 - 2005 <i>Oversaw new construction and \$1.5m building envelope replacement projects at no cost to townhouse owners</i>
Thought Leader	AUTHOR, SPEAKER, ARCHITECT, RESEARCHER, 1998 - present <i>Human capital & organizational performance topics, tools and approaches</i>

Education

Bachelor of Science, Business Administration	UNIVERSITY OF VERMONT, Burlington, VT, 1983
Certificate, Executive International HR	CORNELL UNIVERSITY, Ithaca, NY, 1991
Certificate, Executive Leadership	BABSON COLLEGE, Wellesley, MA, 1996

Interests

Traveling, bicycling, hiking, water color painting, interior decorating, wine tasting