

KALAH GASKINS

Summary:

Dynamic and results-oriented Human Resources professional with a proven track record in Change Management and Employee Engagement. Equipped with a comprehensive understanding of organizational dynamics and adept at implementing strategic initiatives to drive positive change and foster a culture of engagement. Possessing exceptional leadership skills, I am dedicated to driving successful program outcomes while nurturing collaborative relationships across diverse teams. Seeking to leverage my expertise in a challenging Program Manager role focused on driving transformative change and enhancing employee engagement within a forward-thinking organization.

Skills

- **Organizational Development:** Proficient in designing and implementing strategies to enhance organizational effectiveness and drive sustainable growth.
- **Developing operational procedures & process workflows:** Skilled in streamlining processes and workflows to optimize efficiency and productivity.
- **Staff Management:** Experienced in leading and motivating teams to achieve objectives and exceed performance expectations.
- **Event & Project Management:** Proven ability to plan, execute, and oversee events and projects from inception to completion, ensuring successful outcomes within scope, budget, and timeline.
- **Change Management:** Expertise in facilitating organizational change initiatives by effectively managing resistance, communicating vision, and fostering a culture of adaptability.
- **Effective verbal and written communication:** Strong communication skills, with the ability to articulate complex ideas clearly and concisely, fostering open dialogue and collaboration.
- **Employee Recruitment & Retention:** Skilled in attracting top talent, conducting interviews, and implementing strategies to enhance employee engagement and retention.
- **Training and Development:** Proficient in designing and delivering training programs to develop employee skills and competencies, fostering professional growth and succession planning.
- **Problem Analysis and creation of collaborative solutions:** Analytical problem-solver with a collaborative approach to identifying issues, developing innovative solutions, and fostering consensus among stakeholders.

Education

Master of Science: Psychology; Leadership Coaching

Capella University

December 2021

Minneapolis, MN

Bachelor of Arts: Psychology

University of Nevada Las Vegas

May 2015

Las Vegas, NV

Work History

Senior Personnel Analyst

May 2023 – Current

City of San Jose – Human Resources

San Jose, CA

- Confers with departmental officials to determine personnel needs and provide assistance on Human Resources services, including recruitment, classification and compensation studies, employment examinations, workers compensation, and performance management at a department or City-wide level.
- Investigate and analyze problems and complaints related to human resources practices to provide solutions and alternatives and prepares reports of findings; analyzes internal policies and procedures to determine and recommend changes and improvements; implements new and modified policies and procedures. Provides technical expertise on personnel management issues.
- Confers with department heads on the more difficult management/ administrative problems, supervises or leads in gathering facts and data for problem resolution; evaluates, prepares reports and recommendations for improved City departmental operations, services systems or organizational methods; implements goals, objectives and guidelines utilizing resources effectively to improve efficiency and effectiveness.
- Negotiates and develops contracts to meet specific City or department needs; prepares bids and specifications; monitors timely fulfillment of deliverables by contractor/consultant, reviews compliance of contractor/consultant work progress and accuracy of consultant/contractor billing submitted for work completed.
- Analyzes organizational structures, functions, procedures, and practices; provides analyses and recommendations of various kinds and levels of services provided by City government, authorized manpower, and other budgeted resources; recommends process improvements/alternative service delivery models.
- Assumes primary supervisory responsibility for complex programs and projects as assigned.
- Manages, supervises, or coordinates administrative and analytic staff support activities in a variety of departmental functions, providing the direct planning, management and monitoring of services in assigned area.
- Consults with administrative, supervisory and line personnel of City departments in determining training and educational needs; establishes and monitors in-service training programs; conducts regular training programs for supervisory or line personnel; and participates in employee relations.
- Uses automated data processing applications, including spreadsheets and databases, to analyze and present information; uses word processing software to review, revise and format documents for department needs and record keeping; uses e-mail system, calendaring and scheduling with effective, clear and concise written communication.
- Supervises subordinate supervisory and other staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; and making hiring, termination, and disciplinary recommendations. Evaluates training needs and workload balance for staff and prepares plan for implementation.
- Ensures that the Human Resources functions supervised is in compliance with complex federal and state laws, rules and regulations, and local codes and standards. Implements changes to processes required by changes in legislation.
- Coordinates programs and projects, and works in conjunction with other personnel specialty areas, i.e. the Equal Opportunity Office, County Counsel and others as required.

- Investigate recruitment and selection related discrimination complaints and prepare responses to complaints filed with agencies such as DFEH, and EEOC.

Senior Personnel Analyst

April 2022 – March 2023

Monterey County Department of Social Services

Salinas, CA

- Plans, directs, and reviews the work of professional and related staff; assists in establishing objectives and maintaining performance standards; identifies need for, develops staff training plans, and conducts or provides for training of staff in procedural and technical aspects of their jobs in order to ensure the provision of consistent, effective, quality service to departments, employees and the public.
- Created and implemented a Departmental Exit Interview process.
- Acts as a technical resource to human resources staff Countywide; provides input into performance evaluations of subordinate staff.
- Assumes primary supervisory responsibility for complex programs and projects as assigned.
- Acts as lead analyst on large-scale recruitments, test development, classification studies, and training development; prepares project plans, including dates, milestones, and list of resources needed.
- Investigate and analyze problems and complaints related to human resources practices to provide solutions and alternatives and prepares reports of findings; analyzes internal policies and procedures to determine and recommend changes and improvements; implements new and modified policies and procedures. Provides technical expertise on personnel management issues.
- Coordinates programs and projects, and works in conjunction with other personnel specialty areas, i.e. the Equal Opportunity Office, County Counsel and others as required.
- Investigate discrimination complaints and prepare responses to complaints filed with agencies such as DFEH, and EEOC.
- Collaborates with Merit System Services, California Department of Human Resources (CalHR) on documenting and implementing Recruitment process and procedural changes.
- Participates in and/or provides technical support for contract negotiations and assist in preparing employee relations reports and related documents.

Associate Personnel Analyst

August 2021 – March 2022

Monterey County Department of Social Services

Salinas, CA

- Successfully managed the activities of 8 team members in the Recruitment & Transactions Unit within the HR Department.
- Provided oversight of and the preparation of recruitment materials including sensitive or high profile managerial or executive positions, and application review and evaluation.
- Implemented changes in established human resources policies and procedures that would have a positive impact on the delivery of human resources services to departments.
- Advises department heads, supervisors and employees in the interpretation and application of personnel rules, regulations, policies, practices and procedures.
- Interpret, explain and apply federal, State and local legislation regarding equal employment programs and County Human Resources policies and procedures
- Consults with departments in employee and labor relations and management issues
- Conducted and completed complex classification and salary and benefit studies and analysis, such as those that relate to departmental reorganizations, management and

executive classes, or have Countywide impact or high political visibility; or provides oversight of classification studies, and classification specifications development and revision.

Personnel Analyst

Apr 2021 – August 2021

Monterey County Department of Social Services

Salinas, CA

- Develop recruitment strategies and materials; develops, administers, analyzes and evaluates written, oral, and performance tests; develops standardized test procedures; reviews job applications and evaluates qualifications of applicants to determine appropriate criteria of candidates to be selected for interviewing; organizes screening, interviewing and performance appraisal boards; assists department in developing appropriate selection interview criteria.
- Works with departments to assess and improve organization structure for effectiveness; develops new classifications by analyzing relevant job functions, reporting relationships and job qualifications.
- Plans and conducts position classification studies to determine appropriate duties, responsibilities, classification, and allocation of positions; writes and revises class specifications.
- Gathers, summarizes, and analyzes salary comparison data and makes recommendations; conducts studies of internal class relationships for compensation purposes.
- Assesses departmental training needs and trains departmental staff on Human Resources practices, and organizational effectiveness; makes recommendations on employment issues and transactions; counsels employees concerning all areas of human resources.
- Reviews and evaluates current legislation and other data pertaining to public personnel management and makes recommendations.

Recruitment Specialist

Nov 2018 - Apr 2021

Monterey County Office of Education

Salinas, CA

- Developed and implemented a paperless recruitment and hiring process. Trained department Managers and their support staff on new paperless hiring processes.
- Interpreted and explained personnel policies, regulations, and bargaining unit requirements to hiring authorities, employees, school districts, job seekers, candidates, and the general public regarding employment testing and examinations, selection procedures, classification specifications, restricted recruitments, and initial salary placement.
- Clarified and reconciled program issues; coordinate information and ensured professional business communication between Human Resources and other divisions/departments, school districts, vendors, staff, and the public.
- Participated in the development of policies and related forms including employment applications, examinations, standardized written communications and referral procedures.
- Administered employment testing including test parts for written examinations, performance exercises, skill tests and bilingual/bi-literate examinations.
- Reviewed requests for reasonable accommodation; determine alternate testing options and arranges accommodations for applicants with disabilities.
- Planned, organized and carried out studies, surveys, or other special projects involving human resources issues.

Human Resources Coordinator

Mar 2018 - Nov 2018

Embassy Suites by Hilton

Seaside, CA

- Processed, verified, recorded, and maintained personnel related documentation, including staffing, recruitment, training, time and attendance, performance evaluations, classifications, employee leaves of absence, supervisory reports on performance, and dates of employment and reasons for terminations.

- Performed responsibilities for workers compensation claims, restrictions, and modified duty; coordinate employee availability and work restrictions; acts as a liaison with medical providers and keeps division supervisors and managers apprised.
- Facilitated integration of human resources programs, policies, and procedures and their dissemination through presentations, meetings, and other delivery methods.
- Delivered new employee orientation sessions and workshops. Coordinated Team Member events and programs including Birthdays, anniversaries, team member of the month awards and other employee recognition programs.
- Facilitated the recruitment process by posting job ads, filtering applications, scheduling interviews, assisting in interview process and drafting offer letters. Organized job fairs to bring in local talent for long term and seasonal positions.

Human Resources Administrator- Onboarding

Jan 2017 - Mar 2018

Language Line Solutions

Monterey, CA

- Interpret company personnel policies, benefits, and procedures to employees and department heads. Independently coordinate and communicate with all internal groups, hiring managers, and external parties (as required), to ensure a smooth onboarding process throughout. Work with globally dispersed team effectively and drive consistency of global processes.
- Coordinate special projects and develop efficiency improvements as requested. Gather input, research, and stay up to date on onboarding best practices.
- Pull reports, format, and present the data to Department heads and Top CEO's of the Organization.

Human Resources Associate Manager

May 2016 - Jan 2017

Ulta Beauty

Seaside, CA

- Managed all phases of the recruitment process, completed reference checks, initiated background checks, and managed new hire orientation for all new job applicants. Trained new hires and performed performance evaluations for all hourly staff.
- Served as a link between upper management and employees by handling questions, interpreting, and administering contracts and helping resolve work-related problems.
- Motivated employees through special events, incentive programs and constructive feedback.

Business Development Manager

May 2015 - May 2016

Salinas Valley Ford Lincoln

Salinas, CA

- Responsible for the full recruitment, onboarding, and off boarding process. Provided training and coaching to all new quality customer care representatives.
- Developed department's first incentive performance plan which motivated staff and resulted in a 33% increase in sales.
- Provided detailed monthly departmental reports, updates to senior management and compiled statistical information for special reports.

SALINAS, CA