

# Kathleen A. Fix

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## Education

**Master of Science, Human Resource Development**, Suffolk University, Boston, Massachusetts

**Bachelor of Science**, Florida State University, Tallahassee, Florida

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- Accomplished HR professional with 14 years of proven results helping organizations improve performance and achieve business objectives by attracting and retaining talent.
- Expertise in change management, compensation, recruiting, talent/succession planning, organizational development and employee relations.

## Career Highlights

**Liberty Mutual Insurance Company**, Boston, Massachusetts/Jacksonville, Florida **2005-Present**  
**HR Consultant**

Influential advisor to 7 senior executives responsible for the Compliance, Marketing, Actuarial, Product, Pricing and Research Strategies of one of the nation's top ten P&C Insurance Companies. Partner with business leadership to develop and execute HR and Recruiting strategies that help the business achieve key goals around employee satisfaction, expense control and headcount.

- Create and execute key programs and initiatives such as compensation cycles, talent/succession planning, and performance management, programs include department specific and corporate driven.
- Realigned core job families to ensure internal and external competitiveness, partnered with management to create comprehensive development program for employees at all levels.
- Developed and executed a career path process, including the design and delivery of a job shadow program, which increased career development opportunities and talent movement within the organization and reduced turnover by 7%.
- Created unique program and initiative based on analysis of annual employee opinion survey data that increased overall employee engagement year over year by 5%.
- Key contributor in the development of the firm's immigration/visa sponsorship process, partnered with Legal and HR colleagues across the firm to develop a consistent approach for sponsorship considerations.
- Designed an assimilation program used to orientate and train new Actuarial employees.
- Recruit for positions at all levels, using Taleo and other sourcing methods.
- Participated in redesign of interview collateral, resulting in targeted screening and a reduction in 1<sup>st</sup> year turnover.

**Fidelity Investments**, Boston, Massachusetts/Merrimack, New Hampshire **1996-2005**  
**HR Manager, HR Solutions – Fidelity HR Solutions** **2002-2005**

Responsible for consultation to all levels of management across Fidelity.

- Provided expert employee relations and policy interpretation to managers across a variety of functions and locations, including Canada.
- Coached managers around performance management issues in order to improve quality of management and communication in order to reduce work place issues.
- Identified employee relations trends and made recommendations to business units across the firm.
- Conducted investigations, to resolve policy infractions and workplace issues that were simple to extremely complex, leveraged relationships with legal and security when needed.
- Led the redesign of Unemployment Process for the firm, streamlining the process, saving the corporation approximately \$250,000 in first year.
- Participated on a policy review team, tasked with ensuring conduct policies were up to date and compliant, working with legal recommended changes to several existing policies that were no longer reflective of current legislation.
- Project teams included Policy Benchmark Revision Team, Corrective Action Process Team, Performance Management Training Project and Unemployment Process Redesign, among others.

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### **Human Resources Manager – Fidelity Investments**

**2000–2002**

Direct generalist support for a client base of over 300 multi-site exempt and non-exempt employees.

- Consulted with management on organizational development and effectiveness, including workforce planning initiatives, change and performance management, succession and developmental planning, compensation cycles and skill set inventory.
- Participated in the design and delivery of a Mentor/Protégé Program that grew in membership by 10% over a 2-year period.
- Participated in cross-organizational teams on HR related initiatives such as Performance Management Redesign, Gallup Survey Roll-Out, Manager training, and Compensation Cycles.
- Worked on the development of HR related programs to meet the needs of the business, including Remote Management Workshop, Directors Forum and Managers Forum.
- Project Teams included: FISC-New Hire Orientation, Directors Forum, Finance HR Generalist Forum, FISC HR Generalist Forum, Gallup Survey Action Committee, and the 2001 and 2002 Reductions in Force.

### **Senior Human Resources Representative – Fidelity Investments**

**1999–2000**

Provided Generalist support for a client base of over 250 multi-site exempt and non-exempt employees.

- Provided HR Generalist support to clients in the areas of employee relations, compliance, immigration, employment policy and law, compensation, staffing and management development.
- Managed compensation cycles for multi-state employees, including merit, bonus and share cycles.
- Delivered HR specific programs to workforce including, Flexible Work Options Training, New Manager Program, New Hire Orientation, and the Mentor/Protégé Program.
- Project Teams included; Skill Manager, People Committee, Job Enrichment Program, and “Make Your Mark’ On Customer Success Program.

### **Human Resources Representative – Fidelity Investments**

**1996–1999**

Generalist support for over 250 technology employees and managers. Managed employee concerns & service requests. Conducted new hire & exit interviews. Responsible for Visa Coordination (TN, H1-B, Green card). Produced weekly reporting including; job requisition stats, internal postings, terminations, transfers, & reconciliations. Educated employees about disability leaves.

**References Available Upon Request**