

NED WEBSTER, SPHR, SHRM-SCP

Palm Beach Gardens, FL 33410

(240) 285-6235 * ned.webster@comcast.net * <https://www.linkedin.com/in/ned-webster-914b0114/>

Web profile: <http://webprofile.info/nwebster/index.html>

STRATEGIC HUMAN RESOURCES EXECUTIVE

Multidisciplined, trusted advisor to executive management with deep experience across all HR functions, strategic business development, and labor relations that drive bottom-line improvements. Excel at building environment that supports individual, team, and corporate excellence. Creative thinker, problem solver, and decision maker, with effective communication and interpersonal skills. Intense work ethic and drive. Lead organizational change initiatives to achieve business objectives through expertise in:

Professional Competencies

- Compensation Planning / Labor Relations
 - Compliance & Risk Mitigation / Negotiations
 - Integrating Technology & HR Operations
 - Situational Analysis / Solutions Development
 - Organizational & Cultural Design
 - Complex Program / Project Management
 - Executive Team Recruitment / Development
 - Multifunctional Collaboration / Leadership
 - Strategic / Tactical Planning & Execution
 - Change Management / Employment Branding
-

EXECUTIVE EXPERIENCE

Procaccianti Companies/TPG Hotels & Resorts, Cranston, RI & West Palm Beach, FL 2013–Present

Top 5 national owner-operator of hotels & resorts representing every major brand focused on select service, lifestyle and upscale properties with 7 regional offices, 10,000 employees and more than \$850 million in revenue.

Senior Vice President of Human Resources

Chief HR Officer with oversight of all HR functions for a national multi-faceted business with real estate, residential, construction, parking, restaurant, asset management and capital lending operations.

- Improved employee overall satisfaction from 79.5 to 82.1 and engagement for line staff from 88.2 to 97.4, managers from 91.0 to 97.7 and General Managers from 87.2 to 96.7 the highest rated scores in company history.
- Improved satisfaction and capability from third (90.5) to first (92.3) of the human resources function ranking it as the top organizational discipline in 2016 by general managers.
- Doubled the company's GlassDoor online reputation from a 1.6 upon arrival to 3.3. The largest year-over-year increase amongst our major competitors. Created active response and participative approach to social media feedback on GlassDoor, LinkedIn and Facebook.
- Guided the organization through implementation of the Affordable Care Act resulting in no premium increase or decrease in coverage for employees while achieving savings to the organization for the past three years.
- Enhanced company-wide HR capabilities through the implementation of a weekly training and compliance web/call and through the creation of an online HR onboarding and certification training program.
- Enhanced guest service through the creation and implementation of a problem resolution training module used in conjunction with brand specific training resulting in immediate improvement of guest satisfaction scores.
- Successfully transitioned 35 hotels, 2 residential complexes and a parking division ranging in scope from acquisition, disposition, new construction, start-up and rebranding.
- Modernized and automated key HR functions including applicant tracking, exit interviews, open enrollment and benefit vendor interfacing and initiated online onboarding streamlining essential processes and ensuring legal compliance.
- Maintained strong labor relations in several major union markets decertifying two unions while reducing legal costs.
- Automated and maximized Work Opportunity Tax Credits (WOTC) yielding annual tax credits more than \$250,000.
- Instituted pre-employment assessment (Predictive Index and Princeton's Caliper Assessment) enhancing new talent.

Russell and Russell Consulting, LLC, Destin, FL 2012–2013

Partnership providing solutions to increase revenue and improve performance for real estate properties by enhancing branding, positioning, sales training, channel management, Ecommerce, and social media.

Senior Management Consultant

Focus on asset management; labor; acquisition / transition services; startup ventures; and research analysis.

- Transitioned two Marriott Hotels to self-management in less than 30 days by providing guidance, direction, and organizational leadership to new ownership.
- Contributed to higher performance for multiple organizations by developing and defining corporate policies and creating employee handbooks.

Sandestin Investments, LLC, Destin, FL

2009–2012

Leading developer and operator of resorts, hotels, and destination communities along Florida's Emerald Coast with 1,300 employees and more than \$90 million in annual revenue.

Vice President of Human Resources

Chief HR Officer with eight-member staff and oversight of 1,300-member organization managing all HR functions, insurance coverage, and risk management activities.

- Led cultural transformation by growing employee satisfaction scores from 67% prior to arrival to 85% in final year yielding best results in company history and receiving “Best Place to Work” award.
- Guided organization and Executive Team through values clarification exercise that led to creation of company's Vision and Mission Statements and 20 service fundamentals.
- Steered organization through Deep Water Horizon Oil crisis assisting employees through BP claim process that led to \$500,000+ employee payouts and multimillion dollars to business.
- Transitioned \$90 million in company properties from corporate ownership to sole proprietorship by defining and organizing divestiture processes to align resources in successor company.
- Protected government business by implementing legally mandated Affirmative Action Plan.
- Created incentive plan that enabled company to exceed budgeted profit by 122% and payout more than \$400,000 (100%) to bonus eligible employees.
- Sought out and implemented all HRIS systems including payroll, timekeeping, recruiting, and on-boarding, and new, more functional company intranet.
- Enabled all employees to meet certified quality standards by creating training certification program.
- \$1.5 million saved in first year by assessing and renegotiating all insurance policies.
- Saved more than \$200,000 in overhead by restructuring 500-bed employee housing facility.
- Increased employee insurance coverage and service while reducing benefits payroll contribution from 27% to 20.5% saving \$1.6 million in the first year.

Daufuskie Island Resort & Breathe Spa - West Paces Hotel Group, Hilton Head Island, SC

2007–2009

\$40 million 1,500-acre island resort and ultra-luxury hotel for most discerning travelers with 400 employees.

Director of Human Resources

Recruited by WPHG (Legendary founder, Horst Schulze) to lead all HR-related activities with three-member staff, and 400 resort employees. Served as Executive Manager for all after-hours activities and operations.

- Reduced HR-related costs 40% by reengineering seasonal talent acquisition and staffing plans to enhance customer service and employee diversity.
- Received union concessions by renegotiating collective bargaining agreements that improved operational efficiency and provided temporary financial relief.

Omni Hotels & Resorts, Dallas, TX

1992–2007

Director of Human Resources**Omni Shoreham Hotel**, Washington, D.C. (2003–2007)

Historic Washington landmark with 836 guestrooms, 600 union/non-union employees, and \$75 million in annual revenue.

Omni William Penn Hotel, Pittsburgh, PA (2001–2003)

\$50 million downtown hotel with 550 guestrooms, 100,000 SF retail space, and 500 union/non-union employees.

Omni Jacksonville Hotel, Jacksonville, FL (1998–2001)

Only four-diamond property in downtown with 350 guestrooms, 300 employees, and \$20 million in annual revenue.

- Received Washingtonian Magazine's, “Best Places to Work” in Washington, D.C.”
- Improved labor relations and reduced grievances more than 50% without need for arbitration or legal representation by renegotiating/authoring several collective bargaining agreements.
- \$500,000 saved YOY by reducing worker's compensation claims 85% after implementing creative programs that promoted employee health and wellness.

EDUCATION & CERTIFICATION

M.B.A. (three courses remain), *Human Resource Management*, University of North Florida, Jacksonville, FL

B.S., *Criminal Justice*, Minor, *Sociology*, Northeastern University, Boston, MA

Predictive Index Facilitator Trained, Boston, MA; **Talent Plus Staff & Supervisor Interview Facilitator**, Lincoln, NE

SHRM-SCP, Society for Human Resource Management, Arlington, VA; **SPHR**, HR Certification Institute, Arlington, VA

AFFILIATIONS

Society for Human Resource Management, National Member; **SHRM – Palm Beach County Chapter**, Local Member