

DENISE BRITT

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SUMMARY

Senior Human Resource Executive with significant experience as a business partner supporting executive teams and managing organizational and human resource initiatives in support of business objectives. Skilled and highly knowledgeable across human resource disciplines including organizational development, talent optimization, training, employee relations, compensation and benefits management. Demonstrated competencies include bias for action and execution, creativity, flexibility and decisiveness.

BUSINESS EXPERIENCE

Morehouse School of Medicine

2007-Present

Associate Vice President, Human Resources

Plans, directs and coordinates human resource management activities for the institution to maximize the strategic use of its human capital. Manage benefits, employee relations, compensation, recruitment, policy administration and organizational development.

CIGNA CORPORATION

1990 – 2007

Vice President Human Resources

Human Resources Senior Director

Held various positions of increasing responsibility in human resources. Provided HR leadership for 4000+ employees. Managed a staff of 9 HR generalists. Supported a diverse customer base across various functional areas (sales, medical management, provider relations and contracting in over 20 states).

- Successfully realigned and combined two regions under a new operating model to improve operating efficiency, increase profitable growth and better align the organization to the company's core competencies. Reduced headcount by over 300 resulting in over 4 million in savings.
- Developed retention tools and plans to help reduce turnover for key employees.
- Successfully closed 11 health care facilities in the Florida market. Supported 100% of staff in finding other employment.
- Developed an on-boarding process to help reduce voluntary turnover and a Management Assessment/Feedback Tool which gathered critical feedback on management performance.
- Implemented a sales persistency incentive program which increased retention rates by 5%.
- Successfully realigned the field HR team in order to meet new staffing ratios and expense challenges.

EQUICOR HEALTHPLAN, Richmond, VA

1988-1990

Human Resources Manager

Provided direction for all human resources functions including recruitment, employee relations, compensation, benefits, training and development.

- Developed and implemented local training strategy for the market. Built partnership with local university to provide training programs for the organization.
- Assisted with development of first recognition awards program.
- Developed and implemented revised attendance policy which reduced absences by 20%.
- Developed and implemented a new performance management program which aggressively addressed performance issues.
- Successfully supported the organization through the CIGNA acquisition by providing HR guidance on people assessments and organizational design and capability.

BLUE CROSS/BLUE SHIELD OF NATIONAL CAPITAL AREA, Washington, D.C. 1978-1988
Held various positions of increasing responsibility in corporate training and customer service. Final position was Senior EEO/Employee Relations Specialist with responsibility for planning, developing and implementing EEO activities and Affirmative Action plans for 3200 employees in the District of Columbia and Virginia.

CAROLINE COUNTY PUBLIC SCHOOLS, Bowling Green, VA 1975-1978

- Special Education teacher

EDUCATION, PROFESSIONAL CERTIFICATIONS/AFFILIATIONS

Bachelor of Science, Education, Virginia Commonwealth University, Richmond, VA
Graduate Studies, Education, Virginia Commonwealth University, Richmond, VA
Certified Myers Briggs Facilitator
Certified Facilitator Civil Treatment Programs, ELI
Member Society Human Resources Management

COMMUNITY INVOLVEMENT

Advisory Council Member, University of Richmond Management Institute, Richmond, VA
Board of Director Member, CASA (Court Appointed Special Advocates) Richmond, VA
National Coalition of 100 Black Women, Mecca Chapter (Atlanta, GA)
Board of Director Member, National Black MBAs, Atlanta Chapter