

# Christie L. Engler, MHRM, SPHR, SHRM-CP

Powell, Ohio · (614) 579-3586 · [chris\\_t33@hotmail.com](mailto:chris_t33@hotmail.com)

LinkedIn: [www.linkedin.com/in/christie-engler](http://www.linkedin.com/in/christie-engler)

Blog: <https://christieengler.home.blog>

---

## PROFILE

Accomplished Human Resources professional with 20 years of leadership and hands-on practitioner experience including strategy, operations, employee relations, talent acquisition, and legal compliance.

Trusted advisor to owners and C-suite leaders for achieving business objectives and enhancing corporate culture through the creation and execution of people-centric strategies.

Strong people manager with proven track record of selecting, developing, and motivating employees to achieve desired outcomes.

National HR industry event speaker, thought leader, and author.

## EXPERIENCE

THE OHIO STATE UNIVERSITY – Columbus, Ohio

FRANKLIN UNIVERSITY – Columbus, Ohio (online)

**Adjunct Professor (2022 – Present)**

- Topic: Human Resource Management

DIVERSIFIED SYSTEMS INC. – Westerville, Ohio

**Vice President of Human Resources (October 2023 – Present)**

WILLORY – Ohio (remote)

**Director of People Operations and Culture/Integrator (May 2022 – October 2023)**

- Selected as company's first dedicated leader for human resources
- Serve in Integrator role to oversee the leadership team and work in tandem with President to determine company objectives and strategies
- Utilize *Scaling Up* ideology and tools to promote company growth
- Implemented HR foundation projects including employee handbook, job descriptions, employee files, and manager training
- Manage HR team and monitor performance KPIs to defined goals/scorecard
- Establishing several 'firsts' for the organization, including company-sponsored benefit plans and an employee engagement committee, to enhance an employee-focused culture striving to become an employer of choice

CONSOLIDATED EMPLOYER SERVICES – Columbus, Ohio

**Director of HR Client Services (October 2018 – April 2022)**

- Oversaw full suite of outsourced HR services for 100+ small business clients in a variety of industries including manufacturing, healthcare, non-profit, skilled trades, and property management
- Worked with business owners and company leaders on creation and execution of HR operations and strategies
- Coached and trained managers on employee relations issues and employment law compliance
- Assisted clients in mitigating risk through proactive management of workers' compensation policies and unemployment claims administration

## EXPERTISE

Operations

Outsourcing

Employment Law

Risk Management

Workplace Culture

Employee Relations

Process Development

Strategy Development

Benefits Administration

Engagement & Retention

Training & Development

Performance Management

Organizational Development

Handbook & Policy Creation

Employee Orientation & Onboarding

- Developed processes to aid efficiency in the areas of recruiting, new hire onboarding/offboarding, benefits open enrollment, and performance management
- Advised clients on navigation of regulatory updates and best practices in the area of legal compliance, particularly during the COVID-19 global pandemic
- Participated in the leadership teams of client companies as advisor on all areas of HR

#### INSTALLED BUILDING PRODUCTS – Columbus, Ohio

##### **Human Resources Manager (March 2018 – September 2018)**

- Directed HR administration and processes for 7000+ employees of second-largest insulation company in the United States
- Managed team of 10 HR specialists and provide ongoing coaching and mentoring to facilitate superior performance and career development
- Collaborated with neighboring departments to enhance communication and identify opportunities for process improvement
- Developed recruitment function in response to high turnover margin by exploring new labor pools, challenging recruiters, and assisting in development of company's employment brand
- Facilitated communication between field locations and corporate office through in-person meetings and events, conference calls, and an e-newsletter

#### CAREWORKS/YORK RISK SERVICES GROUP (*now Sedgwick*) - Dublin, Ohio

##### **Human Resources Business Partner (March 2017 - February 2018)**

- Served as HR advisor to 1500+ employees of the CareWorks workers' compensation managed care organization (MCO) and CareWorks Managed Care Services
- Supported business heads and unit managers with all facets of human resources and employee management, including collaboration on strategic planning
- Consulted in areas of recruiting and staffing, employee relations, leave of absence management, legal compliance (FMLA/ADAAA/FLSA), training, professional development, job description creation, policy interpretation, compensation/total rewards, and HRIS.

#### SEQUENT INC. (*now Resourcing Edge*) – Columbus, Ohio

##### **Director of HR Service Delivery (June 2015 - March 2017)**

- Oversaw delivery of HR services provided to 250+ clients (encompassing a variety of industries and company sizes) in a professional employer organization (PEO) arrangement
- Managed team of 20 professionals in HR, Payroll, Benefits and Administrative roles
- Worked directly with COO and CEO to create strategic direction for the department
- Recommended process improvements and action plans based on metric analysis, including call and email volume
- Facilitated regular communication within team to promote consistency in service delivery
- Coordinated professional development efforts for team to expand knowledge and expertise
- Collaborated on client-related situations to resolve issues and set expectations

##### **Human Resources Business Partner (April 2014 - May 2015)**

- Served as Senior HR generalist for designated clients
- Worked with key client contacts to develop employee handbooks, job descriptions, performance management processes, and supervisor training
- Assisted clients with employee relations issues, and provided support and coaching for employee discipline and termination situations
- Advised on legal requirements and provided solutions to ensure compliance at all levels, including FMLA, FLSA and ADA
- Reviewed HR processes and made recommendations for improvement
- Provided benefits education to management and employees, and coordinated open enrollment
- Streamlined processes for performance management and employee career development
- Mediated workplace conflicts with management and employees, and developed proactive solutions for the future
- Developed training programs for clients to address weaknesses in a variety of formats tailored to the individual needs of the participants

### **Human Resources Services Manager (December 2005 – January 2007, August 2013 - March 2014)**

- Served as HR Manager to PEO clients in call-in service center environment
- Assisted clients with daily matters of HR administration including employee relations, HRIS (Ultipro), staffing, benefits, payroll processing, tax administration, employment law, and worker's compensation
- Completed paperwork and processes such as employment and wage verifications, FMLA, paid time off (PTO), new hire on-boarding, and pre-employment screenings
- Utilized Microsoft Customer Relationship Management (CRM) software to document client interactions

### **Unemployment Coordinator (December 2005 – January 2007)**

- Processed unemployment claims for 300+ PEO clients
- Investigated employee separations and gathered supporting documentation to submit to the Ohio Department of Job and Family Services (ODJFS)
- Served as company representative during unemployment hearings
- Assisted in client education regarding unemployment administration
- Administered *WatchDog* claims database to maintain information for company, including determinations, costs, deadlines, and hearing schedules
- Saved over \$300,000 in pay outs

## **EDUCATION**

DEVRY UNIVERSITY, KELLER GRADUATE SCHOOL OF MANAGEMENT - Columbus, Ohio

**Master of Human Resource Management (MHRM)**

THE OHIO STATE UNIVERSITY - Columbus, Ohio

**Bachelor of Arts (B.A.), Political Science**

## **AFFILIATIONS**

- Society for Human Resource Management (SHRM)
- Human Resources Association of Central Ohio (HRACO)
- DisruptHR Columbus
- HR Unite!
- The Ohio State University Alumni Association
- Alpha Delta Pi
- Habitat for Humanity of Delaware and Union Counties – Board member
- Prince of Peace Lutheran Church