

Richelle R. Wallace, M.A., SPHR48 Little Androscoggin Drive • Auburn, Maine 04210 • (207) 595-3730 • rwallace@norwaysavingsbank.com**PROFILE:**

Senior-level human resources, management, operations and consulting professional with twenty-five years of diversified and progressive business experience. Strategic partner, results-oriented leader and change agent.

CERTIFICATION AND EDUCATION:

Senior Professional in Human Resources (SPHR) - Certified by the Human Resource Certification Institute
Master of Arts, Human Resource Development, Webster University – Camp Lejuene, NC
Bachelor of Science, Business Administration, Mount Olive College – Mount Olive, NC
New England School for Financial Studies, MA Bankers Association, Babson College – Wellesley, MA
Certified Leadership Effectiveness Analyst, Management Research Group – Portland, ME
The Bullet Proof Manager, Crestcom: Professional Training Solutions, Inc. – Auburn, ME

EXPERIENCE:**Norway Savings Bank (2005 – Present)**

Maine-based community bank – 21 branches; \$940+ million in assets; 260+ employees

Senior Vice President, Human Resources

Member of senior management and strategic business partner aligning all facets of human resources with the long-term business strategy. Oversees all human resources functions including \$11+ million in compensation, \$2.5+ million in benefits and \$100+ thousand in employee development. Manages and mitigates risk.

Accomplishments include:

- Led transformation in how the organization purchases health insurance, uses healthcare and aligns results-driven wellness strategies – results include: overall 3% decrease in premiums since 2005; recognized with Gold-Level Well Workplace Award by the Wellness Council of America
- Improved overall turnover from 22% in 2005 to 8% in 2010
- Attained the #1 Best Place to Work in Maine for large companies in 2008
- Increased 401(K) Plan participation 27%
- Developed and implemented performance management tools and processes to recognize, develop, reward and retain high-achievers/top-talent

RSM McGladrey, Inc. (1995 – 2005)

Fifth-largest national accounting and consulting firm.

Human Resources and Business Operations Consultant and Manager (promotion)

Responsible for managing professional client services projects and staff. Responsible for achieving annual target goals for net services, profit margin and business development.

- Delivered Human Resources consulting services:
 - ~ Training and development (all levels – Senior Management through Line Employees)
 - ~ Compensation analysis and strategy
 - ~ Compliance
 - ~ Workforce Planning
 - ~ Performance Management
 - ~ Executive Search
 - ~ Behavioral Studies
 - ~ Coaching and Mentoring
 - ~ Employee Handbooks
- Delivered Business Operations consulting services:
 - ~ Business process improvement/business process re-engineering
 - ~ Internal controls audit and implementation
 - ~ Sarbanes-Oxley compliance documentation
 - ~ Departmental policies & procedures development, implementation and training
 - ~ Database development, implementation and training
 - ~ Compilation/financial statement projects
- Developed and delivered proposals including engagement purpose, scope, process and fees

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- Developed work plans and budgets
- **Accomplishments include:**
 - ♦ Exceeded annual performance metrics by 25%
 - ♦ Ranked in the top 10% of outstanding performers in the firm (5,000+ employees)
 - ♦ Recognized by clients and partners with multiple bonuses for outstanding client service

Human Resources Director (promotion)

Responsible for all human resource functions for \$6.2 million business unit. Managed HR and administrative departments and supervised five administrative staff.

- Planned, developed and implemented all HR-related functions and integrated HR into the business unit's strategy
- Administered employee relations, Federal and State law compliance, employee development and retention, workforce planning, recruiting, orientation, performance management, compensation, benefits/payroll issues
- Established and maintained campus relations with accounting departments and career services departments at universities
- **Accomplishments include:**
 - ♦ Developed and implemented Employee Retention Strategy to include: recruiting plan, compensation/salary study, orientation program and ongoing performance-advisor coaching
 - ♦ Developed and implemented an employee Travel Allotment Program

Production Manager & Resources Supervisor

Responsible for financial-statement-services function for eight locations.

- Managed administrative and operations functions including workforce planning and monitoring production for approximately \$7.8 million in client services (450+ engagements)
- Directed professional staff of 75 and supervised administrative staff
- Planned, developed and implemented work-force planning, staff utilization, campus recruiting, and orientation
- Established and maintained campus relations with accounting departments and career services departments at five universities
- **Accomplishments include:**
 - ♦ Pioneered the centralization of workforce planning and implemented a production-tracking system for the business unit reducing FTE's by 10% while the amount of services delivered increased
 - ♦ Increased delivery time of financial reports to clients by an average of three weeks
 - ♦ Reduced administrative time for various partners/senior managers 20% freeing up their time for chargeable work
 - ♦ Developed and implemented a continuous campus recruiting program to attract and hire 15-30 top-accounting students annually from five universities

Medaphis Corporation**(1990 – 1994)**

National provider of accounts receivables and administrative services to hospitals and large physician groups. (Now McKesson Corporation)

Administrative Director of Sales (promotion)

Responsible for supporting five regions. Assisted with strategic planning and goal setting at a national level. Provided computer and database implementations and support for five regions (20 territories). Managed national mailings (10,000+ pieces per month). Supervised temporary employee teams for large projects. Developed and coordinated proposals and marketing materials. Performed marketing research. Created pitch book and sales presentations. Performed other administrative functions as necessary.

PROFESSIONAL:

Local Television Co-Host: **Inside Maine Healthcare**

Council Member (appointed by the Governor): **Maine Jobs Council**

Board Member: **Maine Employee Benefits Council**

Board Member: **New England School for Financial Studies**

Former Chair Person/Current Member: **Maine Bankers Association, Human Resources Committee**

Committee Member: **Maine State Chamber of Commerce – HR Policy Committee**