**Jane Fontaine, MBA, CPC, SPHR, SHRM-CP**

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**Professional Profile**

**Human Resources executive consultant and coach**

Progressive human resources executive leader and coach with success developing and executing innovative people strategies to accelerate business goals. Influential executive, able to elevate human resources departments from transactional departments into strategic business partners. Excellence in building high-performing workforces by coaching through change, removing roadblocks, and empowering employees to deliver results.

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| **Career Highlights:*** **Architected people strategy to support a 70% increase in workforce** at Digital Federal Credit Union (DFCU).
* **Created thriving remote workplace culture** after leading initial shift to remote work environment in <72 hours.
* **Led HR initiatives for merger** of 2 healthcare companies. Conducted due diligence and spearheaded cultural assimilation.
* **Improved time to hire by 20%+ for multiple organizations** by owning and implementing innovative talent acquisition strategies.
 | **Certifications****SPHR**, Senior Professional in Human Resources*Human Resources Certification Institute (HRCI)***SHRM-SCP**, *Society for Human Resources Management (SHRM)***Certified Facilitator**, **DiSC** Workplace Assessment **Certified Professional Coach***The College of Executive Coaching***Certified Facilitator, Emergenetics****Certified, EQi assessment** |

**Areas of Expertise**

Total Rewards Management

HR Operations & Strategy

Executive Coaching

Talent Acquisition & Retention

Performance Management

Learning & Development

Leadership & Talent Development

Change Management

Employee Engagement

Cultural Alignment

Diversity, Equity, & Inclusion

Relationship Building

Strategic Planning

Regulatory Compliance

Employee Relations

**Career Narrative**

**Keystone Partners –** Boston, MA **•** 4/2023 – Present

*Keystone Partners is a human resources services organization offering high-quality solutions for the most complex of career management challenges, including career transition (outplacement) services, leadership development, executive coaching, team and team leader coaching, succession planning, career planning and customized training.*

**Career consultant**

* Coach participants providing guidance and support to create professional brands and position themselves to transition into roles that fit their passions.
* Provide strategic integrated communications insight and tools to help clients establish their brand and distinguish themselves in a competitive talent market.
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**Digital Federal Credit Union –** Marlborough, MA **•** 9/2014 – Present

*Digital Federal Credit Union is the largest credit union in New England with $9.9B+ in assets and 1600+ employees.*

**SVP, Human Resources & Learning & Organizational Development •** 12/2017 – 12/2023

**VP, Human Resources & Training & Development •** 9/2014 – 12/2017

Elevated to key member of the executive leadership team – reporting directly to the president – during a time of rapid company growth. Architected a robust HR infrastructure and drove a broad range of advisory and operational services, including organizational design, workforce planning, employee relations, talent acquisition, leadership coaching, and succession planning. Coach, lead, and elevate human resources and L&OD departments.

* **Directed workforce expansion of 70%** (growing from 950 to 1,620). Provided leadership, vision, and direction for all people initiatives, HR programs, operations, and strategy.
* **Transformed the HR and Learning & Organizational Development departments** from a transactional function to strategic business partners.
* **Built strong succession plans for the department and organization**. Created long-term viability strategies and developed talent pipelines for future hiring demands; mentored 2 direct reports into leadership positions.
* **Positioned as advisor, confidante, and coach to senior leadership team**. Collaborated with peer executives in setting strategic goals for Success Sharing Program.
* **Shifted HR to 100% digital documentation**, eliminating paper throughout the department.
* **Accelerated time to hire 20%** with an average of 23 days for all nontechnology roles.
* **Transitioned workforce of 1,200 to a fully remote environment within 72 hours**.
* **Cultivated culture** of high performance, collaboration, innovation, and productivity.

**Marlborough Hospital –** Marlborough, MA **•** 2/2013 – 8/2014

*Marlborough is a member of the UMass Memorial Health System, the largest healthcare system in Central and Western MA.*

**Vice President of Human Resources**

Directed the human resources function for a 600+ employee population acute care hospital with satellite ancillary locations. Provided strategic and tactical HR guidance to the company as a key member of the senior leadership team. Managed the Interpreter Services department. Facilitated employee and leadership training programs.

* **Directed labor relations for the organization** including collective bargaining agreement administration, union negotiations, and grievance resolution.
* **Owned large-scale human resources objectives** such as online training and talent management system.
* **Developed a Patient Care Leadership committee** in partnership with VP of clinical services.
* **Improved employee engagement** by collaborating with key management members to develop an innovative engagement campaign. Spearheaded annual Employee Engagement Survey.

**Southcoast Visiting Nurse Association** – Fairhaven, MA • 8/2005 – 1/2013

*Southcoast Visiting Nurse Association provides compassionate and personalized in-home care to 9K+ patients annually.*

**Director of Human Resources**

Led the human resources function for a multisite home health and hospice agency. Acted as a strategic partner to leadership on issues including talent management, onboarding, compliance, employee/labor relations, and organizational development. Led full cycle recruiting for executive, management, and clinical positions. Served as agency safety officer. Facilitated staff and management training programs.

* **Served as liaison between bargaining unit and management team**; participated in collective bargaining preparation, negotiations, and grievance process.
* **Implemented comprehensive, cost-effective benefit plans.** Served as primary contact with brokers, vendors, and executive leaders during selection and onboarding processes.
* **Served as HR lead on the merger of 2 home healthcare agencies**. Delivered due diligence, onboarding, and acquisition integration. Partnered with compensation and benefits staff to consolidate employee benefits, job descriptions, compensation, and seniority issues.

**Additional Experience**

**Manager, Human Resources** • Benefit Concepts – East Providence, RI

**Senior Human Resources Consultant** • United Healthcare of New England – Warwick, RI

**Education**

MBA, Organizational Development • Upper Iowa University

Master of Healthcare Administration (MHA) • St. Joseph’s College – Standish, ME

Master of Science (M.S.), Management • Johnson & Wales University – Providence, RI

Bachelor of Science (B.S.), Business Administration • Johnson & Wales University – Providence, RI

**Professional Affiliations**

Society of Human Resources Management (SHRM) • Member

Massachusetts State Council of SHRM • Membership Chair (2021 – present)

Human Resources Management Association of Central Massachusetts (HRMA) • President (2018 – 2020), Member (current)

Northeast Human Resources Association (NEHRA) • Member