

Penny D. Miller, SPHR, SHRM-SCP

3808B Kemp Blvd #225

Wichita Falls, TX 76308

(940) 867-9761

penny@myhrdepartmentwf.com

Highlights of Qualifications

- Progressively responsible HR positions, managing HR functions ranging from 5 to 142 employees and supporting from 240 to 9600 employees in geographically separated locations
- Achieved certification as Senior Professional in Human Resources (SPHR) and Society for Human Resource Management Senior Certified Professional (SHRM-SCP)
- Superior interpersonal communications skills—experienced platform instructor, group facilitator, and keynote speaker
- Experience across the range of HR, to include safety, training, and organizational development

Employment History

2007 to present **President/Founder** Venture HRO, LLC dba My HR Department

- Responsible for all business operations of HR consulting and HR business process outsourcing company
- Provide leadership training and coaching, mediation services, consulting and outsourcing services

2000 to 2008 **Co-COO/Director of Human Resources** Clinics of North Texas, LLP, Wichita Falls, TX

- Supported up to 500 employees in 4 locations in all areas of HR
- Directed HR, Administration, Facilities Management, Marketing/PR, and Purchasing Departments
- Helped company through reorganization and downsizing: completed bottom-up review of operations and developed report with 85 recommendations, adopted by the partnership
- Risk Manager: consolidated insurance programs for a savings of 20%

1999 to 2000 **Partner** Joseph Chris Partners, Wichita Falls, TX

- Marketed services to general contracting firms and developed business relationships
- Developed and executed search for executive level candidates to meet client requirements
- Recognized as “Rookie of the Year”

1997 to 1999 **Director of Human Resources** U. S. Air Force, Wichita Falls TX

- Oversaw 142-member HR department--served 9,600 employees in 7 states with 3 labor unions
- Provided educational programs for 4100 military and civilian students through a cooperative effort with four local universities and a variety of distance learning programs
- Diligent steward of fiscal resources—saved \$708K through expeditious relocations processing
- Innovative—established mentoring programs for new supervisors and managers

1996 to 1997 **Chief, Programs and Training** U. S. Air Force, Hampton VA

- Oversaw training department, strategic planning, and benchmarking programs
 - Developed automated action plan/metric updates and best practices clearinghouse
- Acknowledged OD expert--requested to participate on several Air Force level panels to develop oversight methodologies for such diverse functions as education and medicine
 - Team facilitator for Action Workout on HH-60 helicopter maintenance—team saved 20%

- 1994 to 1996 **Chief HR Auditor** U. S. Air Force, Hampton VA
- Provided HR oversight and assistance to 616 units in 275 locations, involving over 168K employees—ensured compliance with public law and provided training where needed
 - Developed process which reduced report preparation time by 50% and manpower by 75%
 - Subject matter expert and trainer on Malcolm Baldrige criteria, inspection methodology, benchmarking, metrics, and strategic planning
- 1989 to 1994 **Human Resources Manager** U. S. Air Force, Republic of Germany
- Provided HR support to 9500 employees in 40 locations throughout Europe
 - Led \$1.5 million decentralized HRIS implementation—installation schedule compressed 75%
 - Team leader for process action team which saved \$400K annually in manpower costs
 - Built joint all-service HR function from the ground up
- 1988 to 1989 **Director of Information Management** U. S. Air Force, Merced CA
- 1987 to 1988 **Executive Support** U. S. Air Force, Merced, CA
- 1983 to 1987 **Director of Information Management** U. S. Air Force, United Kingdom
- 1981 to 1983 **Human Resources Administrator** U. S. Air Force, San Antonio, TX
- 1979 to 1981 **Executive Support** U. S. Air Force, San Antonio, TX

Education

- M.A.**, Management – Troy State University
B. S., Biology – Purdue University

HR-Related Professional Associations

- Society for Human Resource Management
- Presented Professional Excellence Award for contributions to the profession and the community, 2002, from the local chapter
 - Currently chapter president; have served in multiple offices over several years
 - Hall of Fame Speaker for HR Southwest Conference
- International Society of Certified Employee Benefits Specialists
 Toastmasters International—hold the highest leadership and educational award for that organization (Distinguished Toastmaster)

Other HR-related Activity

- Adjunct Instructor, Wayland Baptist University and Midwestern State University, Wichita Falls, TX
- Assigned to teach HR and Management courses for both undergraduate and graduate programs
- Author, *Winning the War for Profit: Developing Leaders Where It Really Matters*, 2017 and *Leadership in the Trenches: Developing Front-line Leaders*, 2018
- Chaired the Commission on Human Needs for the city of Wichita Falls, TX (2000 – 2002)
- Advised City Council on equal opportunity issues and conducted program needs analysis for elderly, handicapped, women, and ethnic populations
- Former Chair, Civil Service Commission (police and fire), City of Wichita Falls
 Former Board President, Wichita Adult Literacy Council, providing tutoring services to functionally illiterate adults (2000 – 2002)
 Teach the HR Certification Test Preparation Course and other continuing ed courses for managers at Vernon College