DIANA RAYMOND

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HUMAN RESOURCES PROFESSIONAL

- **Extensive background in Human Resources affairs**, including experience in employee recruitment and retention, staff development, mediation, conflict resolution, benefits and compensation, HR records management, HR policies development and legal compliance.
- **Demonstrated success** in accreditation preparation and management reports.
- **Proficient in MS Office.**
- **Ability to successfully interact** with people in face to face situations as well as by telephone.
- **Ability to organize** work procedures, assume responsibility and present a positive image to the community.
- **Problem solving abilities** and positive interpersonal communication skills

HR SKILLS

Employment Law
FMLA/ADA/EEO/WC
Mediation & Advocacy
HRIS Technologies
Staff Recruitment & Retention
Benefits Administration
HR Program/Project Management
Orientation & On-Boarding
Organizational Development
HR Policies & Procedures

PROFESSIONAL EXPERIENCE

FIRSTLANTIC HEALTHCARE — Delray Beach, FL
Leading home health care company with five lines of business in two counties for private and Medicare recipients, employing over 500 employees and independent contractors.

HR Coordinator, August 2008 to Present

Recruiting office and clinical field employees/independent contractors to assist the development of business in Palm Beach County. Working with senior management to interpret and develop HR policies and procedures, recruit employees, manage group benefits, and develop orientation, training and incentive programs. Manage personnel records; administer benefits enrollment and programs; handle HR generalist workplace issues.

Key Results:

- Played a key role in developing the caregiver base of Palm Beach branch. Structured and implemented programs and policies in the areas of registration, incentives and new-employee orientation.
- Played a key role in preparing the Medicare division for national home health accreditation. Duties included the auditing of personnel and third party staffing companies to ensure compliance with both the regulations of the state of Florida and the Accreditation Commission for Health Care.
- Played a key role in modifying prescreening and interview process.
- Developed relationships with local technical schools for potential applicant referrals.
- Recruited, interviewed, and hired clinicians to initiate services in Martin and St. Lucie counties.
- Fostered a teamwork/open-door environment conducive to positive dialogue across the organization. Personal efforts were cited as the driving force behind branch's employee-retention rate within an industry where high turnover is the norm.

RENAISSANCE HEALTH SYSTEMS, — Wellington, FL
Third party network for five Medicare Advantage health plans

Field Representative, March 2008 to August 2008

Physician and Ancillary liaison for Palm Beach County. Duties included serving as the area contact along with recruitment of various specialties for Medicare Advantage recipients. Facilitated negotiations of contracts and maintaining provider network through conflict resolution between the physicians and the health plans. Conducted new provider orientations and site visits. Supported all corporate and business strategies of the Quantum Group, Inc. and its affiliates.

Key Results:

- Leaded efforts in building and maintaining a network of healthcare providers as required by the Center for Medicare Services (CMS) in Palm Beach County.
- Implemented programs to influence change behavior of physicians and ancillary providers in accordance with health plan goals and objectives in conjunction with medical services.
- Assisted in developing other Community Health Systems throughout Florida.

HEALTHCARE DISTRICT OF PALM BEACH COUNTY, — West Palm Beach, FL
County organization that provided healthcare coverage to over ten thousand uninsured and underinsured Palm Beach County residents

Field Representative, August 2007 to March 2008

Physician and Ancillary liaison for Palm Beach County. Duties included serving as the area contact along with recruitment of various specialties for the area. Facilitated negotiations of contracts for three lines of business and maintaining provider network through conflict resolution between the providers and the district. Conducted new provider orientations and site visits.

Key Results:

- Worked with senior management in reconstruction of departmental policies and procedures.
- Implemented programs to influence change behavior of physicians and ancillary providers in accordance with health plan goals and objectives in conjunction with medical services.

NIGHTINGALE NURSES, LLC — Boca Raton, FL
Nursing and allied recruitment firm

Recruiter, February 2007 to July 2007

Duties included prequalifying candidates for 13 week travel assignments for hospitals nationwide. Creating compensation and benefit packages for candidates. Served as a liaison between contracted employees and the hospitals.

Key Results:

- Provided staffing support to underserved hospitals across the country

EDUCATION & CERTIFICATIONS

FLORIDA ATLANTIC UNIVERSITY— Boca Raton, FL
Bachelor of Health Sciences (BHS) in Health Administration, 2006

Activities: Worked concurrently during college as a sales rep for Perfumania 11/2005-2/2007, Credentialing Coordinator for CPB Group, Inc. 1/2005 to 1/2006, and Receptionist for Delray Acura 11/2000-1/2005.

NOVA SOUTHERN UNIVERSITY — Davie, FL
Master's of Human Resources Management, 2008-Present

OF NOTE

Affiliations:

- Society for Human Resource Management (SHRM)