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# Dena Gillies, CPHR, CMC

Partner

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A respected Human Resources Leader with over 20 years of progressive experience in all facets of HR including organizational development, HR strategic planning, employee relations, employee engagement, talent acquisition, performance management, professional development, succession planning, HRMS, compensation and benefits. Viewed by others as a positive individual with excellent interpersonal, communication and organizational skills; with the ability to establish strong work relationships and trust with team, partners and clients.

## PROFESSIONAL EXPERIENCE

Capital HR Solutions (March 2014 – Present)

**Omni** Management Consulting Alliance (Member Company)

*Omni MCA is partnership of consultants with diverse and complimentary skill sets serving small to medium sized businesses in Western Canada.*

### **Partner / Senior HR Consultant**

- Providing human resources support to a business school undergoing a merger with multiple locations and services across Western Canada. Projects include the development of an employee handbook, HR practices manual for leaders, compensation structure, performance management program and employee engagement plan.
- Conducted a Board Effectiveness survey and provided recommendations to a not-for-profit.
- Participating as the human resources specialist on an organizational leadership succession management and transition project for a group five privately owned companies.
- Conducted a market compensation evaluation, employee engagement study for an insurance company with locations in Edmonton, Vancouver and Toronto.
- Participated as the human resources specialist in multi-faceted project for a First Nations organization including leadership development, business plan review, organizational design and board governance. Past projects include the creation of a centralized HR function and general HR advice.
- Managing the HR function for one of Alberta's top agricultural producers. Projects included a human resources organizational review, employee engagement survey and plan, compensation research / recommendations, performance management training and a leadership transition plan.
- Conducted an employee engagement survey for an internet service provider. Presented findings and recommendations as a preliminary step to developing a strategic plan.
- Developed employee handbooks for a trucking company with operations in Alberta and BC; a physician supervised cosmetic procedure chain with locations in Alberta and an IT services firm based in Edmonton with operations in Yellowknife.
- Professionalized the HR function for not-for-profit organization. Projects included a human resources organizational review, the development and implementation of employee engagement strategies, an employee handbook, a performance management program, job descriptions, a

compensation structure, recruitment processes, training on employment legislation and general employee relations advice.

- Provided human resource consulting services in employment policies and employee relations to a Chicago-based group of companies with operations in Alberta, B.C and Ontario.
- Conducted an HR review, prepared a skills inventory and drafted an HR strategic plan for a local heritage organization.
- Designed a performance management program, performance development toolkit and compensation policy for a health care organization.
- Developed a training session “How to Get the Most out of Your Job Fair” for the attending companies of the Alberta at Work job fair.

## **PCL Constructors Inc.** (June 2008 – February 2014)

*The PCL family of companies is a group of independent construction companies which carry out diverse operations in the civil infrastructure, heavy industrial, and buildings markets.*

### **Human Resources / Professional Development Manager, Edmonton**

- Lead a team in the delivery of quality HR programs and services for PCL’s corporate head office and newly formed joint venture project in Melbourne, Australia.
- Coached managers an achieving development and performance objectives.
- Developed and executed strategies to address employee feedback resulting in a 6% increase in employee engagement and a 16% increase in people practices / programs.
- Oversaw talent acquisition during a period of substantial growth while maintaining a consistent HR team size.
- Designed and implemented an on-boarding program aimed at helping new employees perform better in their roles sooner.
- Created and implemented “*My Career*” a program for effective performance management and career development based on organizational culture and best practices.
- Assisted employees and managers in identifying career paths, establishing learning plans and determining activities required for achieving objectives.
- Created an annual corporate office training plan to meet organizational and individual professional development needs.
- Designed and facilitated in-house training programs and sessions (i.e. focus groups, HRMS training, performance management training, etc.).
- Created and implemented a mentoring program designed to facilitate knowledge transfer and improve employee development in alignment with the organization’s strategic plan.
- Partnered with experts to create role specific competency profiles for several corporate office departments.
- Developed a dedicated intranet page for corporate office employees designed to improve communication and transparency of HR related programs, processes and information.
- Participated in the corporate office department heads meetings and as a member of the senior HR team.

## **Hewlett Packard (formerly EDS) - (June 1998 – June 2008)**

*HP, the world's largest technology company, simplifies the technology experience for consumers and businesses with a portfolio that spans printing, personal computing, software, services and IT infrastructure.*

**Human Resources Service Deliver Partner, Western Canada (February 2002 – June 2008)**

- Executed people management strategies developed at the global, national and/or local level across multiple office locations in British Columbia, Alberta & Saskatchewan.
- Provided employee relations advice and direction to leaders including issues of sub-standard performance, ethics violations and involuntary terminations.
- Managed legal exposure and liability by applying knowledge of best practices, human rights legislation and employment law to protect the rights of the corporation and the employee.
- Provided employee support on transition and acquisition initiatives.
- Led HR related account closure activities including coordination of staff redeployment, facilitation of job search training and delivery of separation activities.

**Recruitment Consultant, Edmonton (June 1998 – February 2002)**

- Worked with senior management to define resource needs, design staffing plans and execute strategies to recruit qualified information technology professionals.
- Managed the entire recruitment process including advertising, sourcing, interviewing, verifying references, negotiating offers, immigration and delivering orientation.
- Participated the Canadian SAP implementation including gap analysis, testing and documentation.

**PTI Group Inc. (October 1997 – May 1998)**

*Suppliers of remote site services providing temporary and permanent workforce accommodations, food services, facility management, environmental services, and other value-add services to resource industries worldwide.*

**Human Resources Advisor, Nisku**

- Provided HR support and services to the management of Travco Industrial Housing Ltd, the manufacturing division of the PTI Group Inc. including recruitment, orientation and WCB claims management and employee relations.

**Maple Leaf Foods (March 1997 – October 1997)**

*Leading consumer packaged food company, headquartered in Toronto with operations across Canada and in the United States, United Kingdom, Asia and Mexico.*

**Employment Specialist, Edmonton**

- Coordinated all staffing (hiring, transfers, layoff, recalls, etc.) and on-boarding activities for over 800 production employees at the Edmonton meat packing facility.

**Loblaw Companies Limited (Loblaw) (July 1995 – March 1997)**

*Canada's largest food retailer and a leading provider of drugstore, general merchandise and financial products and services.*

**Staffing Coordinator, Edmonton**

- Managed the recruitment cycle for several retail locations in Edmonton and area.

# EDUCATION AND PROFESSIONAL CERTIFICATIONS

Certified Senior Professional; Society of Human Resources Management	2019
Certified Management Consultant (CMC) Designation	2018
Project Management Foundation Principles and Techniques	2017
Management Consulting Essentials	2016
Understanding Organizational Development Certification	2014
Organizational Change Management	2007
Coaching Essentials	2006
Human Resources Management with Distinction; Grant MacEwan University; Edmonton, Alberta	2004
Certified Human Resources Professional (CHRP) Designation	2002