

KRISTA J. PASFIELD

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CHIEF HUMAN RESOURCES OFFICER | CHIEF OPERATING OFFICER

Business Operations, Legal Regulatory Compliance, Enterprise & Performance Transformation SME

Goal driven leader with 15+ years of experience overseeing HR, operations, and legal regulatory compliance efforts. Versatile strategist and agile execution expert leading complex cross-functional projects expanding skillset to meet the needs of rapid-growth arenas driving operational efficiency, stakeholder satisfaction, and high-performance cultures. Forward-thinking relationship builder reaching across stakeholders to optimize organization and teams growing revenue, productivity, and ROI.

Grew pivotal acquisition's revenue 11.5% in first year while driving key acquisitions and integrations.

Skyrocketed revenue \$16M to \$70M and headcount from 75 to 400+ via Total Quality Management Program.

Reduced annual employee turnover from 7-8% to 3-4% annually enhancing morale through training programs and internal promotion/hiring.

Professional Experience

2008 - Present • THE METRO GROUP • Long Island City, NY

100-year-old source of critical operational and building services driving compliance and sustainable operational efficiency.

Director of Operations | Head of Human Resources (2011 - Present)

Corporate Secretary (2015 - Present)

Promoted to Director of Operations reporting to the CEO while leading a six-member team. Oversee enterprise operations while concurrently directing legal regulatory compliance function as Corporate Secretary for the company's largest acquisition. Orchestrate human resources, corporate legal affairs, insurance, audits, and mergers and acquisitions.

- Partnered with CEO, outside counsel, auditors, bankers, and other key stakeholders to develop and implement strategic roadmap to optimize organization, including resolving corporate governance issues and recruiting executive team.
- Grew revenue from \$16M to \$70M and team count from 75 to 400+ employees through Total Quality Management Program building HR, IT/IS, Finance, and Marketing departments from the ground up.
- Cultivated high-performance culture spearheading strategic recruiting, diversity and inclusion, talent management, and compensation/benefits initiatives while overseeing payroll, benefits administration, union negotiations, labor and employee relations, and direct recruitment, including hiring nine Directors.
- Cut costs while driving revenue margins and productivity fostering enterprise objectives through data analyses and development/deployment of standard operating procedures (SOPs) and tactical analyses, including reducing corporate insurance spending 12% by restructuring policies and leveraging analytical talents to evaluate contracts.
- Reduced major medical spending 20% by negotiating a transition from fully insured to partially self-funded program.
- Drove local, state, and federal compliance analyzing employment policy and enterprise contracts and presenting actionable legal insights to the Board of Directors while serving as an Official Company Officer and point of contact for licensing, permits, and other State matters.
- Elevated sales through enhanced proprietary CRM program development, increasing YoY revenue growth.
- Decreased employee turnover from 7-8% to 3-4% annually by enhancing morale through training programs, building job tracks to boost internal promotion/hiring, and transitioning from a payroll system to a comprehensive HRIS.
- Secured 100% Paycheck Protection Program (PPP) loan forgiveness after successful negotiations, receipt, and use of funding to mitigate COVID-19 challenges.

Business Development Manager (2010 - 2011)

Tapped to assume pivotal role serving as Board of Directors liaison developing and executing new business development strategic initiatives to drive revenue, profitability, and stakeholder relations.

- Spearheaded a two-prong growth strategy through Grassroots and Acquisitions, originating and closing two key acquisitions. Organized meetings with owners and led acquisition due diligence, gathering employee files, and developing a project timeline for integration conquering competing deadlines.
- Drove first acquisition's growth 11.5% in the first year while retaining the two major customers, including the City of New York and the NYC Dept of Education.
- Retained key talent during acquisition and integration, analyzing data and developing a competitive benefits and compensation package while designing professional development programs to drive high-performance team.
- Transformed data analytics and reporting by building and deploying dashboards to monitor and drive key sales metrics.
- Reduced overspending by negotiating cost-effective vendor agreements, developed operations analytics, and improved resource allocation saving \$100K+ in 12 months.

**Additional Professional Experience**

THE METRO GROUP • Corporate Support Manager

SOUTHERN NEW HAMPSHIRE UNIVERSITY • Adjunct Faculty, Online MBA Program (Present)

CARNEGIE MELLON UNIVERSITY • Head Teaching Assistant

UNITED NATIONS • Intern, Department of Disarmament Affairs

Volunteering Experience

BUSINESS MENTOR NY • Volunteer Mentor

Publications

Contributing Writer for earth.org (Volunteer)

Contributing Writer for ET Week Media (By-line credit)

First-listed credited support: The Influence of Open Goals on the Acquisition of Problem-Relevant Information

Doctoral Thesis by J. Moss Et Al, Carnegie Mellon University, 2007

Imagine, original poetry, published in The International Library of Poetry-Love and Luminaries, 2001

Seismological Analysis and the Effects of Earthquakes in New York and Long Island: Original research conducted at the State University of New York at Stony Brook

Technical Skills

Microsoft Office (Word, Excel, PowerPoint) / PayChex / Acumatica / MAS 90 / Paypro / FoxPro / DocuSign

Education

CARNEGIE MELLON UNIVERSITY • Master of Science in Public Policy and Management

Systems Synthesis Project (Thesis): Rethinking Aviation Security

CARNEGIE MELLON UNIVERSITY • Bachelor of Science in Psychology, Minor in Business Administration

Senior Honors Thesis (funded by a grant from the Undergraduate Research Office): Analysis of the Efficiency and Effectiveness of Strategies in Solving Remote Associate Test Problems