

Vicky M. Cannizzaro, PHR, CPC

Communications, Operations, & Development Leader

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KEY ACHIEVEMENTS

- Designed and led an Employer Resource Network program increasing employee retention by 80% for participating employers.
- Increased organizational visibility by 65% through strategic marketing, rebranding, and communications.
- Launched workforce development website recognized as a best-in-class example by the Michigan Department of Labor and Economic Opportunity (2023).
- Negotiated and implemented a healthcare benefits package that doubled employee enrollment.
- Implemented structured onboarding and training programs that reduced field training time and improved retention.
- Built structured recruiting systems including ATS workflows and standardized hiring procedures.

PROFESSIONAL SKILLS

Employee Relations · Talent Acquisition · Workforce Planning · Performance Management · Onboarding · HRIS / HR Systems · Payroll Administration · HR Documentation · FMLA · ADA · FLSA · Workers' Compensation · Unemployment · Benefits Administration · Organizational Development · Training & Development · Coaching · Change Management · Culture Building · Data Analysis & Reporting · Workflow Optimization · SOP Development · Cross-Functional Coordination · Vendor Management · Budgets & Forecasting

SYSTEMS

Paychex · Employee Navigator · Workglue · Paycor · Greenhouse · Zoho Recruit · LinkedIn Recruiter · Handshake · Indeed · TestGorilla · SHL Talent Central · Salesforce · Sharepoint · Microsoft Teams · Slack · Outlook · Excel · Word · PowerPoint · Google Workspace · QuickBooks Enterprise · ChatGPT · Claude · Gemini · NotebookLM · Perplexity · Manus · Canva AI · Hootsuite · InDesign

PROFESSIONAL EXPERIENCE

HR & People Operations Consultant | Pivot Consulting & Design, LLC

Lansing, MI | January 2023 – Present

- Design recruiting infrastructure including ATS configuration, hiring workflows, training, and documentation.
- Build recruiting workflows, ATS setup, onboarding structures, and training processes.
- Review HR processes and benefits administration to identify gaps, improve accuracy, and reduce risk.
- Coordinate leadership, finance, vendor, and employee communication to ensure operational continuity.
- Develop communications, branding, and operational planning strategies.
- Standardize internal procedures to support consistent employee management
- Presented at COABE 2026 workshop on AI literacy and practical tools for adult learners.

Vice President (HR & Operations) | T.L. Hart, Inc.

Grand Ledge, MI | January 2024 – February 2025

- Directed business operations including HR, recruiting, employee relations, benefits, compliance, onboarding, retention, payroll and accounting.
- Managed client and vendor relationships to support workforce stability and service delivery.
- Created structured field training systems to improve consistency, safety, and ramp-up.
- Strengthened communication across office, field, vendor, and client functions.

HR & Accounting Coordinator | T.L. Hart, Inc.

Grand Ledge, MI | April 2023 – January 2024

- Managed payroll, benefits, AP/AR, reporting, and HR administration.
- Improved healthcare participation and streamlined administrative processes.
- Oversaw accounting reports, documentation, and compliance.

- Ensured compliance with ADA, FMLA, workers' compensation, unemployment, and safety requirements.

Public Relations & Marketing Manager | Michigan Works! Region 7B

Harrison, MI | September 2020 – January 2023

- Increased organizational visibility by 65% through campaigns, branding, and strategic communications.
- Launched a website recognized by state leadership.
- Supported employer engagement, grants, apprenticeships, and talent initiatives.
- Built the PR and marketing function from scratch, creating systems, policies, and brand standards for internal and external stakeholder audiences.

Program Coordinator, Consultant & Success Coach | Michigan Works! Region 7B

Harrison, MI | December 2018 – November 2020

- Designed and led an Employer Resource Network, increasing employee retention by 80%.
- Implemented Salesforce CRM to manage employer partnerships
- Leveraged community and economic development partnerships to drive program outcomes
- Implemented Salesforce CRM to manage employer partnerships.
- Maintained grant compliance reporting and program performance metrics.
- Led trauma-informed strategy implementation.

Career Advisor | Michigan Works! Region 7B

Harrison, MI | September 2016 – January 2019

EDUCATION

Bachelor of Science – Interdisciplinary Studies (Business Administration & Religion)

Liberty University, Lynchburg, VA

CERTIFICATIONS & CREDENTIALS

HRCI PHR · Certified Professional Coach (CPC) · Global Career Development Facilitator (GCDF)

Mental Health First Aid · Trauma-Informed Practice & Applied Resilience Training

Diversity, Equity & Inclusion in the Workplace Certificate · Michigan ACE Initiative, Certified Community Champion & Presenter

Applied AI Workflows for Business Processes · MEDA Basic Economic Development Course

RECOGNITION & COMMUNITY

Membership Committee, Michigan Economic Development Association (2026)

Executive Event Planning Team, MiCareer Quest Middle Michigan (2019, 2021(virtual), & 2022)

Workshop Panelist, Michigan Works! Annual Conference (2021)

Trauma Awareness Steering Committee Member, Clare/Gladwin Counties (2018–2021)

Planning & Zoning Commission Board Member, Coleman, MI (2018–2021)

Michigan Works! Association Shining Star Award (2020)

Leadership Institute Graduate (2019), Clare County, MI
