

# CASIE LORD

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## EXPERIENCE

### Human Resources Manager

#### Rush Transportation & Logistics, Dayton, OH

APR 2021 – PRESENT

*Multi-Location Transportation & Logistics Company*

- C-suite Leader of HR strategy and operations for 125 employees and 175 contractors across four multi-state locations, overseeing compliance, talent, benefits, and employee relations.
- Built and managed a 4-person HR team; implemented core HR systems including an applicant tracking system (ATS), reducing time-to-hire by 56%.
- Developed and launched structured onboarding, performance management, and sales incentive programs to improve employee engagement, accountability, and retention.
- Redesigned company benefit offerings to drive cost savings and increase employee satisfaction; ensured compliance by updating policies to meet all federal, state, and local labor laws.
- Utilized AI tools to support policy development, internal communications, and compliance monitoring, enhancing HR team efficiency and consistency.
- Advised leadership on organizational design and workforce structure, resulting in improved collaboration, workflow, and alignment with strategic goals.
- Fostered a consistent, high-trust HR culture through improved communication and strong cross-functional partnerships.

### Human Resources Manager

#### Illinois Tool Works – Hobart Service, Troy, OH

DEC 2018 – APR 2021

*Fortune 200 Company, Global Service Industry*

- Directed HR operations for 650 employees across 17 states, overseeing labor relations, compensation, and organizational design for a national service workforce.
- Led payroll system implementation for 1,800+ employees across the U.S. and Canada, increasing accuracy and standardizing processes across regions.
- Managed nationwide restructuring for field teams—conducted role analysis, redesigned job descriptions, and rolled out compensation updates.

## SUMMARY

Senior HR professional with **20+ years of experience** leading strategic HR functions across logistics, government, healthcare, and creative industries. Proven success in organizational development, employee relations, compliance, and talent strategies. Trusted business partner known for driving efficiency, cultivating culture, and building high-performing HR teams in fast-paced, multi-site environments.

## CORE COMPETENCIES

- Workforce Planning & Organizational Design
- Talent Strategy & Succession Planning
- Leadership Development & Change Management
- HR Compliance & Risk Mitigation (Multi-State & Federal)
- Performance Management & Employee Relations
- Total Rewards & Benefits Optimization
- HRIS, Payroll & ATS Implementation
- People Analytics & AI-Driven HR Process Improvement
- Diversity & Inclusion Strategies

## TECHNICAL PROFICIENCIES

**HR Systems:** Workday, Dayforce, Paycor, Paychex, ADP, Dayforce, Kronos, QuickBooks, Employee Navigator, DocuSign, Adobe Sign, TenStreet

**Tools:** MS Office, ChatGPT, Grok, Applicant Tracking Systems, Time and

- Supported the development of HR's Annual Operating and Long-Range Strategic Plans to align with business priorities.
- Designed and facilitated company-wide training programs in supervision, D&I, and payroll, improving manager capability and employee engagement.
- Developed and executed a multi-state COVID-19 response strategy, ensuring timely compliance and workforce safety.
- Recognized with the 2019 Annual Service Award for outstanding leadership and impact on HR operations.

## Human Resources Manager

### Montgomery County, Dayton, OH

MAR 2018 – DEC 2018

*County Government Agency in Southwest Ohio*

- Managed HR operations for 300+ employees across multiple government departments, overseeing recruitment, compliance, and labor relations.
- Led strategic HR process improvements to streamline workflows and enhance department efficiency.
- Directed union-related activities, including contract reviews, collective bargaining preparation, grievance handling, and management advisement.
- Served as hearing officer in disciplinary and grievance matters, ensuring procedural compliance and preparing leadership for formal proceedings.

## Human Resources Director

### Real Art Design Group, Inc., Dayton, OH

OCT 2013 – MAR 2018

*Full-Service Creative Agency Servicing a Global Clientele*

- Directed HR operations for 65+ employees across OH, IL, and NY; led employee relations, benefits, recruiting, onboarding, and compliance across multi-state jurisdictions.
- Established the company's first HR department and authored a comprehensive, compliant employee handbook tailored to a creative agency environment.
- Implemented a 360-degree feedback system to enhance performance management and foster team collaboration.
- Oversaw facility operations, including safety compliance (OSHA), insurance, budgeting, and day-to-day administration.
- Advised senior leadership on compensation strategy, organizational design, staffing plans, and change management.
- Managed a five-person cross-functional administrative team, improving operational efficiency and internal service delivery.

## KEY PROJECTS & ACHIEVEMENTS

**HRIS Implementation:** Led the adoption of a new HRIS and applicant tracking system, reducing time-to-hire by 56% and improving candidate quality by 25%.

**Payroll System Implementation:** Project Lead for a new payroll system at a global company that impacted 1,800 employees across the U.S. and Canada, streamlining operations, enhancing payroll accuracy and efficiency. Project was delivered on-time with little to no downtime for the organization.

**Performance Management:** Launched company-wide performance review processes, improving both leadership and employee accountability while fostering career growth.

## EDUCATION

### Bachelor of Science

#### Business Administration

#### Organizational Management

Urbana University, Urbana, OH

### Bachelor of Arts

#### Political Science-Prelaw

Bowling Green State University,

Bowling Green, OH

## PROFESSIONAL

## CERTIFICATIONS/LICENSURE

**SHRM-SCP:** Society for Human Resources Management Senior Certified Human Resources Professional since January 2019. Certificate active through 2028.

**Notary Public:** Commission expires in 2029.