JEREMI ROSS, M.S., SHRM-SCP

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Human Resources Executive | HR Transformation | People Operations & Workforce Systems

EXECUTIVE SUMMARY

HR executive and organizational strategist with 12+ years of experience leading HR transformation, people operations, compensation, recruiting, employee relations, compliance, and workforce systems across complex organizations. Builds scalable HR infrastructure and converts fragmented processes into measurable operating systems aligned with organizational performance. Career results include $1.5M+ in cost savings, 80% reduction in time-to-hire, 50% improvement in retention, and significant gains in hiring velocity, manager capability, compensation governance, and operational accountability. Combines executive HR leadership with systems thinking, analytics, automation, and technology-enabled process design.

CORE COMPETENCIES

HR Transformation | People Operations | Compensation Strategy & Governance | Recruiting Optimization | Employee Relations | Compliance & Risk Management | HRIS & Workforce Systems | People Analytics & KPI Reporting | Manager Training & Development | Multi-State Employment Law | Change Management | Process Automation | AI-Enabled HR Tools | Benefits & Total Rewards | Ethical Leadership

PROFESSIONAL EXPERIENCE

CRISTA Ministries • Shoreline, WA **05/2025–Present**

Director of Human Resources

Multi-ministry Christian nonprofit operating across radio broadcasting, senior living, education, recreation, shared services, and global relief.

- Redesigned recruiting operations and hiring processes, improving hiring velocity by **30%+** and reducing time-to-fill by **up to 50%** in targeted roles through workflow redesign, KPI tracking, funnel analysis, and stronger manager accountability.
- Architected compensation analytics and decision-support tools supporting market competitiveness, internal equity, range governance, scenario modeling, and executive compensation decisions.
- Designed and delivered **8 hours of core HR operations training to 100+ managers**, strengthening manager capability across recruiting, compensation, employee relations, HR systems, and policy administration.
- Built scalable HR technology, reporting, automation, and operating infrastructure across recruiting, compensation, benefits, knowledge management, compliance, and workforce administration, improving visibility, consistency, and organizational self-service.

Salal Credit Union • Hybrid / Seattle, WA **07/2024–04/2025**

Vice President of Human Resources and Employee Experience

- Led HR and employee experience strategy for a 240+ employee financial institution, advising leaders on employee relations, policy governance, compliance, organizational communication, and people operations.
- Identified more than **$40K in annualized savings opportunities** by evaluating operational inefficiencies, process gaps, and vendor-related practices and translating findings into practical leadership recommendations.
- Prevented potential regulatory exposure exceeding **$40K** by identifying and resolving a California employment compliance issue, strengthening the organization's multi-state risk management posture.
- Redesigned corporate HR policies, including implementation of an HR Confidentiality Policy for people leaders, strengthening confidentiality standards, data protection, leadership accountability, and employee trust.
- Resolved complex employee relations and cross-functional communication challenges by partnering with frontline teams, executives, and project stakeholders to remove barriers and reduce organizational risk.

Regiment Security Partners • Remote **01/2024–03/2024**

Director of Human Resources

- Served as functional head of HR, leading a **14-person HR team across 5 primary EINs and 10 states and territories**, including California and Puerto Rico, supporting **3,000+ employees**.
- Implemented HR ticketing and work-intake technology, improving visibility into human capital issues and creating KPI-based executive reporting on HR deliverables and service performance.
- Led HR and IT integration for a new 401(k) plan within **4 weeks**, applying ERISA knowledge and SQL programming to reduce implementation costs by more than **$8K**.
- Centralized HR functions, policies, and procedures within **3 weeks**, improving consistency, communication, and HR service delivery across the organization.
- Enhanced HR professional development programs, increasing HR staff productivity by **20%** while closing knowledge gaps and strengthening multi-state compliance.

Scuba's LLC • Freeport, TX **05/2023–09/2023**

Vice President of Operations

- Led planning, development, execution, and training for company policies, procedures, and operational initiatives, supporting a successful grand opening within **6 weeks of hire**.
- Provided direct management oversight and professional development to upper management personnel, strengthening leadership capability and improving learning and development execution by more than **50%**.
- Oversaw HR operations, hiring, supervision, employee training, food safety, and operational compliance programs aligned with organizational objectives and applicable regulations.

Star Protection Agency, LLC • Bellevue, WA **08/2021–04/2023**

Vice President of Organizational Development | Head of HR, IT, Recruiting, and Quality Assurance

- Reduced time-to-hire by more than **80%** across multiple states, moving hiring timelines from several weeks to less than one week through recruiting process redesign, workflow improvements, training, and talent gap analysis.
- Rebuilt talent management strategy, increasing critical-placement hiring by an average of **8% month-over-month in year-over-year comparisons** and reducing overtime by **$20K-$40K per month** through targeted workforce strategy.
- Overhauled IT infrastructure, systems, and vendor relationships, reducing costs by more than **$400K** through vendor negotiations, project management, and ERP/HRIS modernization.
- Reestablished HR as a strategic enterprise function, improving HR/shared-services effectiveness and contributing to more than **$1.5M in profit improvement within 18 months**.
- Created organizational development frameworks, corporate philosophy resources, and policy infrastructure, improving operational adherence and follow-through by **75%** while positioning the organization for scalable growth.

Star Protection Agency, LLC • Bellevue, WA

Director of Legal Compliance and Labor Relations

- Oversaw strategic, sensitive, and confidential contract review across the organization, mitigating risk and identifying opportunities for operational improvement.
- Led and participated in labor relations discussions and negotiations, advising Operations and HR on employee relations, policies, procedures, and risk-sensitive workforce decisions.
- Reduced labor-related legal expenses through proactive compliance strategies and risk management practices.

EARLIER LEADERSHIP EXPERIENCE

Allied Universal / SecurAmerica • Seattle, WA **03/2021–05/2021**

Director of Corporate Services

- Contributed to acquisition integration following the sale of Northwest Security Services, supporting business process alignment, employee transition, administrative support, and operational continuity across the new enterprise.

Northwest Security Services, Inc. • Seattle, WA **03/2014–03/2021**

Director of Corporate Services | Head of HR, IT, and Accounting; Director of Human Resources

- Built the HR function from a small department into an **8-person team** integrating Accounting, Benefits, Training, Safety, Employee Relations, and Professional Development.
- Led enterprise HR operations spanning employee relations, benefits, payroll coordination, recruiting, compliance, safety, training, and workforce development.
- Developed applicant tracking and recruiting process improvements that increased applicants by **50%** and reduced application-to-interview conversion loss by **80%**.
- Launched employee surveys, total rewards analysis, and people analytics programs, contributing to **20% improvements in employee satisfaction, productivity, and engagement**.
- Architected an internal HRIS/ATS/LMS/ERP platform concept to address recruiting, learning, employee records, workflow automation, and operational reporting needs.

EDUCATION & CERTIFICATIONS

SHRM Senior Certified Professional (SHRM-SCP) | Society for Human Resource Management

Doctoral Coursework in Criminal Justice | Capella University

Master of Science in Criminal Justice | University of Cincinnati

Bachelor of Arts in Sociology | University of Washington