

Terry Antonia Pinnell

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1998 – Present

Terry Pinnell, Principal

TAP Resources

Offering a full range of HR Services to companies in Oregon, & Washington.

1998 –2000

Employee Relations Specialist

CNF Service Company

Partnered with Management and Human Resources staff to provide advice and counsel in the full range of human resource issues for 1300 union & non-employees. Coordinated & investigated employee relations issues and facilitated conflict resolution with supervisors and managers. Managed OFLA, FMLA & leaves of absence. Developed Telecommuting Program. Facilitated new employee orientation & first year employee meetings. Coordinated annual employee health & wellness fair. Also served as interim HR Director for Menlo Logistics and as the HR Liaison to the CNF World Headquarters in Palo Alto, California.

1996 – 1998

Human Resources Director

MedPartners, NW Region

Provided policy & procedure and employee relations support for regional and individual clinic managers in Oregon, California & SW Washington. Responsible for physician and employee recruitment. Conducted New Partners orientation and management training. Facilitated *Open Book Management* Communications Committee. Developed 1997-1998 salary structure. Managed open enrollment program for employee benefits. Supervised Accreditation Audit (MQC). Marketed and promoted *Vital Links* (employee recognition program). Committee chair for obtaining *100 Best Companies* listing in *Oregon Business Magazine*. Wrote, edited and published *HR Update*, the regional employee newsletter. Set up and implemented employee float pool to eliminate agency temps.

1988 – 1996

Human Resources

Legacy Portland Hospitals

HR Associate: Advised, researched, consulted and responded to issues and problems for all union & non-employees in the following areas: policy interpretation and development, benefits, retirement, compensation, leaves of absence, short and long term disability, recruitment, tuition reimbursement and employee relations. Represented Legacy Hospitals at human resources management information system team meetings. Responsible for the 1995 Legacy Portland Hospital's Recognition Banquet.

HR Representative II: Responsible for ensuring that all Human Resources needs were met for 400 employees, including 14 managers and 27 cost centers. Facilitated new employee orientation. Coordinated and implemented Legacy Employee Transition Services for the closure of Holladay Park Medical Center. Managed 800-member Fitness Center and member of Legacy Wellness Committee.

Nurse Recruiter: Recruited Registered Nurses and other professionals for patient care services & ancillary hospital departments. Reduced job vacancy rate from 27% to 3.2% in one year and maintained the rate at less than 5%.

Professional Affiliations

Society for Human Resources Management
PHRMA/SHRM Portland Chapter

Education

Portland State University – BA Communications
Society for Human Resource Management – Professional Human Resource Certification (PHR)
Portland State Human Resource Management Certificate

References available upon request