

Katherine A. Herger

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SUMMARY

Dynamic **HR professional** with expertise in talent acquisition, employee relations, and organizational development. Proven success in recruiting top talent, streamlining HR processes, and fostering positive workplace cultures. Skilled in performance management, training, and driving business growth through strategic HR initiatives. Passionate about building high-performing teams and enhancing employee experiences.

COMPETENCIES AND EXPERTISE

Interviewing | Sourcing | Taleo ATS | Workday ATS | Sales and Persuasion | Handshake
Pay Negotiation | Onboarding | Candidate Experience | Time Management | Recruiting | Teamwork and
Collaboration | LinkedIn Recruiter | University Relations | Microsoft Excel | MS Office

EXPERIENCE

SAWYER OPTOMETRIC SERVICES, Conway, NH

1/2023-Present

Human Resources Manager – Part Time (Nights/Weekends)

Performed HR functions with excellence on a part-time, remote basis for a small Optometry practice.

- Executed all recruiting and hiring for full and part-time employees across two practice locations. Reduced Time to Fill average for the company by 14 days.
- Partnered with Owner and Office Manager to form business strategies for growth within the practice.
- Introduced quarterly strategic action plans to align the management team to goals, and introduced SMART goals to each department, resulting in exceeding sales goals by 5%.
- Transformed the culture with a people focused paradigm, resulting in increased retention rate and employee satisfaction. Increased retention rate by 50%.
- Redesigned the organizational structure of the practice to remove bottlenecks and optimize workflow.
- Used DISC and Situational Leadership to train and develop the management team into better leaders.

AZENTA LIFE SCIENCES, Burlington, MA

1/2022-2/2025

Recruiter and University Relations Coordinator

Recruited for Azenta's US Genomics business and orchestrated Azenta's University Relations strategy including job fairs and internship program.

- Utilized Workday ATS to organize and track candidate flow and hiring process.
- Beat industry Time To Fill Average by 24%. Improved Time to Fill by 15% YoY.
- Scheduled and conducted independent and panel job interviews, coordinating as many as 8 calendars.
- Sourced candidates for open positions from referrals, job boards, job fairs, social media, campus visits and networking.
- Developed relationships with colleges and universities to attract students to Azenta and build brand awareness.
- Attended an average of 14 campus events in addition to my full req load, including travel when needed.
- Collaborated with Hiring Managers and HR Business Partners to ensure a seamless end-to-end hiring process.
- Coordinated, planned, and recruited for our 12-week summer intern program, including planning a Lunch and Learn lecture series and delivering professional development content on topics including:
 - Resume building, interview skills, LinkedIn and networking
 - Understanding and using SMART goals
 - Mastering time management
 - Polishing presentation skills, and more

STARBUCKS CORPORATION, Hooksett, NH**6/2021-12/2021****Hiring Specialist and Store Manager**

Handled all hiring and recruiting needs for six New Hampshire Starbucks locations. Managed a high-performance team while prioritizing customer and employee experience.

- Partnered with Hiring Managers and provided feedback and coaching on interviewing skills.
- Hired and managed onboarding process for new employees.
- Maintained excellent communication with candidates and hiring managers and provided support to both throughout the hiring cycle.
- Managed all aspects of business operations and implemented business strategies. Beat sales goal by 7%.
- Executed delivery employee training and continuous learning. Ensured 100% compliance to training goals.
- Developed employees through performance management, disciplinary action, creation and implementation of coaching plans, promotions, and terminations.
- Managed scheduling and payroll process.

BOSE CORPORATION, Merrimack, NH**12/2006 – 3/2021****Store Manager and Northeast Area Manager**

Delivered store business results across multiple locations while developing employees and delighting customers.

- Selected for 3 special projects that lead to improved inventory processes and sales across multiple stores.
- Achieved results in key performance metrics including sales (#1 store in Company), conversion (4% over goal), and average ticket (6% over goal).
- Maintained operational and merchandising standards with fanatical attention to detail.
- Developed employees through delivery of training and coaching plans, leading to 6 promotions.
- Winner of Sales Shark Award, Summit Club Award, and Northeast District Employee of the Month (2 times)

BORDERS GROUP, INC., Houston, TX**7/2003 – 12/2006****Assistant District Manager and Store Manager**

Managed bookstores and also served as a multi-unit manager for the seasonal calendar business operated by the organization.

- Managed 14 seasonal business locations spread over a 200-mile area, including more than 70 employees.
- Oversaw the hiring, opening, merchandising and operations of these locations.
- Partnered with the location managers to drive results and ensure excellent operational execution.
- Monitored KPIs for each location and created strategic plans to assist the teams with exceeding their goals
- Served as Store Manager for five Waldenbooks stores in the Northeast and Texas Districts.
- Created a track record of transforming underperforming stores into high performers. Exceeded sales goals by average of 6% every year.
- Won President's Club Award for Top Performing Store in 2004.
- Hit sales targets, inventory goals, and other KPIs while also creating high performing teams.

EDUCATION / CERTIFICATIONS**BACHELOR OF SCIENCE, Human Resource Management****Southern NH University**, Online

Expected Completion 2028

Accounting I Certificate**Nashua Community College**, Nashua, NH

12/2017

BACHELOR OF ARTS, Art History**University of Connecticut**, Storrs, CT

12/2003