

# Katherine A. Herger

katie@katherineherger.com  
linkedin.com/in/katherine-herger

Nashua, NH  
(860) 208-7052

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## COMPETENCIES AND SKILLS

Recruiting | Onboarding & New Hire Coordination | ADP | Workday | HR Operations | Candidate Experience  
Employee Records Management | Interviewing | Employee Relations | HRIS Data Entry & Documentation |  
Compliance Support | Performance Management | Microsoft Office Suite | Team Collaboration  
Training Coordination | Organizational Skills | Confidentiality & Data Accuracy | Predictive Index | DISC

## EXPERIENCE

**1A AUTO, INC.**, Pepperell, MA

**4/2025-Present**

### Human Resources Generalist

Supported HR functions for Corporate Office, Customer Service and Video Studio teams across a multi-state workforce of 130 employees in 12 states.

- Assisted with employee relations, engagement initiatives, and recognition programs to foster a collaborative and positive workplace culture.
- Administered HR processes including FMLA, state paid leave programs, workers' compensation, COBRA, and benefits administration.
- Administered employee benefits programs, including enrollments, qualifying life event changes, carrier communications, and monthly invoice reconciliations while supporting ACA compliance efforts.
- Supported performance management processes by partnering with leadership on employee coaching, performance improvement plans (PIPs), corrective actions, and terminations while ensuring consistency, professionalism, and compliance with company policies and employment laws.
- Assisted in coordination and administration of compensation programs including ESOP, profit sharing and quarterly incentive programs by tracking participant data, educating employees, and submitting payout information to Payroll.
- Assumed recruiter responsibilities during a temporary assignment, successfully filling 15 high priority roles within one quarter utilizing ClearCompany ATS; Managed the full cycle hiring process including onboarding and orientation.
- Ensured compliance with federal, state, and local employment laws while maintaining accurate and confidential employee records and HR documentation.

**SAWYER OPTOMETRIC SERVICES**, Conway, NH

**1/2023-Present**

### Human Resources Manager (Part Time)

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.
- Addressed employee relations concerns, utilizing employee dialog sessions and mediated conversations.
- Oversaw employee performance management including coaching, disciplinary action and termination.

**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 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 and delivering professional development content and a Lunch and Learn lecture series.

**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.
- 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.

**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.

## EDUCATION / CERTIFICATIONS

**BACHELOR OF SCIENCE, Human Resource Management**

**Southern NH University**, Online

Expected Completion 2029

**Accounting I Certificate**

**Nashua Community College**, Nashua, NH

12/2017

**BACHELOR OF ARTS, Art History**

**University of Connecticut**, Storrs, CT

12/2003