

# ROBERT L. BROWN

513-294-9972

2309 Miami Trail Drive, Loveland, OH 45140

rbrown@zoomtown.com

## HUMAN RESOURCES EXECUTIVE

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### EXAMPLES OF EFFECTIVENESS

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#### **Launching a New Training Function for a Start-up Division** (*Procter & Gamble*)

Driving force behind strategy, planning, and launch of training organization for a new division; transformed initial vision of "training programs" into a strategically focused training curriculum closely aligned with organizational mission and goals. Gained executive buy-in for new strategy through advocacy, education, and persuasiveness.

#### **Guiding Emerging Leaders in Leading-Edge Human Performance Methodologies** (*U.S. Air Force/Consultant*)

Introduced team of inexperienced performance analysts to the latest methodologies in human performance consulting as well as strategies to establish themselves as a trusted resource to their internal customers.

#### **Reducing Costs through Streamlining and Training** (*Andrew Jergens Company*)

Developed and managed training and performance improvement project. Consulted with Accounting/Finance Manager to reduce department expenses. Analyzed department's workflow, streamlined operations, and created a cross-functional on-the-job training program. Saved \$115,000 in expenses while maintaining department production and efficiency levels.

#### **Leading Process to Reduce Bad Debt** (*Andrew Jergens Company*)

Initiated and led effort of Quality Improvement Team to support Regional Controller's debt-reduction business goal. Audited existing consumer collection process, recommended and implemented cross-organizational changes. Produced the largest bad-debt reduction in the company's history, saving \$1 million.

#### **Reducing Risk of Litigation** (*American Financial Group*)

Led team in developing an employment law curriculum. Addressed company legal liabilities during rapid expansion, which included the hiring of 1200 new managers. Curriculum adopted by international business units.

#### **Heading Company Effort to Establish Industry Leadership** (*American Financial Group*)

Initiated and led education design team to develop and implement an evaluation strategy, which included best practice standards and competencies. Resulted in the identification of process improvements, an employee competency development process, a method for linking design materials to business objectives, and a means to ensure that client training met or exceeded industry best practice standards.

#### **Developing Innovative Partnership to Benefit Front-Line Management** (*Andrew Jergens Company*)

Managed training curriculum, vendor, and budget for a regional facility of 1200. Consulted with executives to initiate Leadership Development Training. Developed beneficial partnership with state university, gaining added expertise and saving \$52,000 (25% total training expenditures) by tapping into state grant training funds.

#### **Managing Transition to Smoke-Free Workplace** (*Andrew Jergens Company*)

Involved smokers and non-smokers in selecting a smoking-cessation training vendor and developing employee communication and facilities modification plans. Partnership with employees across all levels of the organization produced a smooth transition without employee complaints.

## CAREER HISTORY

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#### **Executive HR Consultant (Clients include U.S. Air Force, Cinergy)**

2005–Present

#### **Training Manager**

Procter & Gamble, 2004–2005

#### **HR Senior Consultant**

American Financial Group, 1999–2004

#### **Human Resources Administrator**

Andrew Jergens Company, 1996–1998

#### **Progressive HR and Management Roles**

Andrew Jergens Company, 1988–1996