

# SAMANTHA LOUISE BOLTON, SPHR

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## Human Resources Director

*HR leader with twelve (12) years of demonstrated excellence providing broad-based human resources support within organizations and helping leadership teams and departmental managers maximize the talent, cooperation, diversity, and productivity of their workforce*

### Key Skills & Qualifications

**HR Generalist / Business Partner Expertise**  
**Full Cycle Recruiting & Talent Acquisition**  
**Training, Onboarding & Corporate Learning**  
**Benefits Administration & COBRA**  
**Employee Relations, Retention & Engagement**  
**Compensation Analysis & Benchmarking**  
**Layoff Planning & Terminations**

**Diversity & Inclusion Programs**  
**Employee Law Compliance (ADA, FMLA, EEO)**  
**Immigration & International HR Experience**  
**Leadership Development & Coaching**  
**Talent Management / Career Development**  
**Job Offer Negotiation & Relocation**  
**HRIS / PeopleSoft / ATS System Usage**

### Experience & Accomplishments

**HR Director** | Papa Murphys and Wetzel's Pretzels/MTY Group      Vancouver, WA: April 2023-Present  
*HR Director role supervising HR, Recruiting and Payroll for 500+ hourly employees and 100+ salaried managers*

- Directly managed a team of 4 HR staff, including one HR Generalist, one HR Coordinator, one Recruiting Manager and one Payroll Manager.
- Oversee HR activities for two corporate locations (WA and CA) and multiple corporate store locations throughout WA, OR, TN, CA, FL, CO and NV.
- Managed complex employee relations issues for both corporate and field employees, conducting thorough and objective internal investigations to determine facts of cases before recommending resolution steps to senior leadership.
- Provide coaching/mentoring to internal managers on how to handle challenging employee relations issues, in addition to advising on employee development, onboarding, and succession planning needs.
- Successfully transitioned HRIS and Payroll for Papa Murphy's from UKG to ADP as executive sponsor and HR Lead.
- Oversee and manage relationships with benefits brokers, responsible for self-insured and fully insured benefits plans.
- Oversee and manage relationships with TPA for 401k Plan, active authorized signer and fiduciary on plans.
- Ensure HR team is able to complete timely filing of all HR activities related to ACA, EEO1 and 5500.
- Support divestiture and acquisition of company owned stores as determined by Operations and business needs.
- Execute mid-year and year-end employee review process, including promotions, compensation adjustments and merit increases.
- Assist in the execution of the Emerging Leaders Program, including selection of participants, matching with Mentors and Captone project presentations.

**Senior HR Manager** | PepsiCo      Vancouver, WA: June 2022 to April 2023  
*HR Manager role supervising HR responsibilities for 1500+ hourly employees and 100+ salaried managers*

- Directly managed a team of 6 HR staff, including one HR Manager, two Sr. HR Representatives, two HR Representatives and indirectly, one HR Coordinator.
- Oversee HR activities for twelve warehouses throughout WA, OR and AK, and two Equipment sites.
- Supported a mixture of Union and Non-Union locations.
- Resolve complex ER issues, working with COE and in-house counsel.
- Lead and fully execute key initiatives that support PBNA, West Division and PacNW Market strategies.

- Work with the broader HR team to drive strategic people initiatives and coach site Leadership team to deliver people plan as a meaningful lever of business performance.
- Proactively diagnose, develop solutions and implement action plans to fulfil the People Plan.
- Ability to understand the business operations from both a strategic and tactical perspective.
- Lead and participate in Market & Division level Diversity, Equity & Inclusion initiatives.
- Guide leaders and employees regarding Company policies, values, HR programs (benefits, pay and salary) administration and interpretation to ensure policies and procedures are handled consistently and in a timely manner.
- Assists leadership in integrated talent management and developing effective pipeline and succession plan
- Must ensure activities are in compliance with all state and federal employment laws and regulations (e.g., FMLA, ADA, EEO and FLSA).
- Design and execute staffing strategies for exempt/non-exempt hiring needs (including campus recruiting).

**Regional HR Manager | OnTrac**

Vancouver, WA: Dec 2017 to June 2022

*HR Manager role supervising HR responsibilities for 1500+ hourly employees and 50+ salaried managers*

- Work with outside legal counsel on complex legal and ER cases.
- Managed complex employee relations issues, conducting thorough and objective internal investigations to determine facts of cases before recommending resolution steps to senior leadership.
- Provide coaching/mentoring to internal managers on how to handle challenging employee relations issues, in addition to advising on employee development, onboarding, and succession planning needs.
- Present monthly training to all new managers on a variety of Employee Relations topics, including harassment, discrimination and employee discipline.
- Interview all senior level management candidates being considered for roles within facilities supported and work with Director of Talent Management on compensation proposal.
- Onboard all senior level management candidates and successfully transition them into our organization
- Conduct regular 1:1's with Operations Leadership team in order to prioritize needs and assign workloads accordingly to HR team.
- Successfully supported the opening of two new facilities within WA, in Tacoma and Spokane.
- Monitored regulations for COVID in all counties for the facilities supported.
- Directly manage and supervise activities of a team of ten HR team members, including one HR Manager, two HR Generalists, four HR Specialists and three HR Administrative Assistants.
- Oversee HR activities for twelve warehouse facilities throughout WA, AZ, NV, CO and UT
- Provide and analyze data on recruiting efforts, turnover and attendance for updates to Operations Leadership team.

**Human Resources Business Partner | AMAZON**

Reno, NV: Jan 2016 to Dec 2017

**Human Resources Recruiting Business Partner | AMAZON**

Seattle, WA: April 2015 to Dec 2015

**Client Lead Recruiter | AMAZON**

Seattle, WA: Dec 2011 to Sep 2013

**Human Resources Manager | VALENTE SOLUTIONS**

Bellevue, WA: Feb 2008 to Dec 2011

**Technical Recruiter | VOLT TECHNICAL RESOURCES**

Redmond, WA: Nov 2006 to Feb 2008

**HR & Recruiting Assistant | WILLAMETTE DENTAL**

Portland, OR: May 2005 to Nov 2006

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***Education & Training***

**BA Degree (Honors) in Human Resource Management**—Southampton Solent University, UK (2004)  
**SPHR (Senior Professional in Human Resources) Certification**—HRCI (2009 to 2025)