

Claudia N. Ramos

404.599.1255 | clau.n.ramos@gmail.com

HUMAN RESOURCES LEADER | STRATEGIC PEOPLE LEADER | CULTURE BUILDER

Human Resources leader with 18+ years of experience supporting complex organizations through culture, people, and organizational change. Serves as a trusted advisor to executive leadership on workforce strategy, employee relations, organizational development, compensation, compliance, and engagement. Known for strengthening accountability, modernizing systems, optimizing processes, and building environments where employees and teams thrive. Experienced in employee relations, policy interpretation, leave and benefits administration, and grievance resolution in regulated and collaborative settings.

CORE COMPETENCIES

Workforce & Talent Strategy | Employee/Labor Relations | Grievance Resolution | Organizational Development | Classification & Compensation | Workforce Planning | Leadership Coaching | Performance Management | Compliance & Risk Mitigation | HRIS Modernization | Change Management | Leave & Benefits Administration | Employee Engagement | Diversity, Equity & Inclusion | Culture Building | Stakeholder Partnership | AI Tools for HR Efficiency & Compliance | AI-Enabled Data Analysis & Documentation

EXPERIENCE

Branchline Consulting, Seattle, WA - Founder & Principal Consultant | 2025–Present

- Provide strategic HR consulting services to small and midsize organizations, including policy development, employee relations guidance, workforce planning, compensation alignment, and compliance support. Partner with leaders to modernize HR processes, strengthen performance frameworks, and drive equitable, consistent people practices. Deliver bilingual (Spanish/English) employee communication, coaching, and training.
- Leverage AI-assisted tools to draft policies, streamline documentation, and improve communication clarity, reducing turnaround times and supporting consistency.

The Northwest School, Seattle, WA - Director of Human Resources | 2023 – Present

- Serve as strategic HR partner to the Head of School and senior leadership team, guiding workforce planning, performance management, and employee engagement initiatives.
- Lead all HR operations, including payroll, benefits, compliance, and employee relations, managing a \$15M compensation and benefits budget aligned with institutional goals.
- Design and implement people programs that enhance leadership capacity, strengthen accountability, and promote a culture of growth and collaboration.
- Partner with managers to resolve complex employee relations issues, provide coaching, and ensure fair, consistent application of policy.
- Reengineered onboarding and HRIS processes, reducing administrative workload and improving new-hire integration.
- Implemented AI-assisted workflows for policy research, employee communication, and analytical reporting to improve efficiency and response time.
- Staff Chair the 403(b) Committee, ensuring fiduciary oversight and alignment of retirement benefits with market benchmarks.
- Advise on organizational design and succession planning to ensure future leadership pipelines and role clarity.
- Ensure compliance with all local, state, and federal employment laws while establishing HR policies and organizational standards.

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The Howard School, Atlanta, GA - Director of Human Resources | HR Manager | Business Office & HR Coordinator | 2007 – 2023

- Led people initiatives that consistently maintained faculty and staff turnover at ~10%, well below educational-sector benchmarks, through proactive engagement, coaching, and strengthened systems.
- Partnered with the Head of School and Board on workforce planning, DEI, compensation strategy, and compliance.
- During COVID served as Title IX and Section 504 Compliance Officer, managing sensitive investigations and ensuring legal adherence.
- Designed succession and leadership development frameworks to foster internal mobility and professional growth.
- Co-chaired the Diversity & Inclusion Committee, promoting equity and belonging throughout the community.
- Oversaw benefit design, performance management, and HRIS modernization to enhance efficiency and transparency.

Sunrise Children's Home International, Inc., Redmond, OR - Founder & Board President (Volunteer) | 1993 – Present

Provide strategic leadership and governance for international nonprofit operations. Direct financial oversight, donor relations, and program implementation. Lead volunteer missions and coordinate cross-cultural teams, strengthening global collaboration and impact.

Recreational Equipment, Inc. (REI) – Various Locations (GA, OR & MA)

Retail & Operations Supervisor | 2000 – 2007

(Progressed through multiple store locations and roles, including CSR, Banker, Administrative Specialist, and Supervisor positions)

Advanced through multiple roles culminating as Retail & Operations Supervisor, where I managed department operations, monitored payroll and loss ratios, and oversaw recruiting, training, and performance management for staff. Earlier roles included handling store banking, reconciliations, and administrative functions, as well as delivering customer service support.

OTHER EXPERIENCE

Specialty Engraving Company, Inc., Doraville, GA - Marketing Manager / Sales Representative | 2003 – 2005

Lighting Associates, Inc., Doraville, GA - National Accounts Representative | 2001 – 2003

TECHNOLOGY

HRIS (Paycom, ADP, Paychex), ATS, MS Office Suite, Google Workspace, AI-assisted HR tools (ChatGPT, Microsoft Copilot)

EDUCATION & CERTIFICATIONS

- Georgia State University, Atlanta GA – B.S. in Human Resources Policy and Development
- Cornell University, Ithaca, NY (Online Campus) – Master Human Resources Certificate

PROFESSIONAL AFFILIATIONS

- Member, Society for Human Resources Management (SHRM) | 2007-Present

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FOREIGN LANGUAGE

- Fluent in Spanish