

CHRISTOPHER BOSER | MBA | SPHR

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Director of Human Resources

People-first HR executive with 20+ years of experience leading people strategy, organizational design, and cultural transformation across fast-moving, high-growth environments. Specialize in aligning business goals with practical, human-centered solutions that drive engagement, equity, and operational excellence. Trusted partner to executive teams, with track record of building strong people infrastructure, guiding change, and scaling teams with purpose and clarity.

SKILLS AND QUALIFICATIONS

Organizational Design | Talent Management | Executive Coaching | Retention Strategy | HR Compliance
DEI Strategy | Employee Relations | HR Business Partner | Change Management | People Analytics
Strategic HR Management | HRIS Optimization | Learning & Development | Employee Engagement
Succession Planning | Leadership Development | Workforce Planning | Total Rewards Strategy

PROFESSIONAL EXPERIENCE

Human Resource Manager, International - US, Australia, and New Zealand

MHD-ROCKLAND | Hybrid | United States and Canada | 2025 – Current

Recruited by President to lead HR across U.S., Australia, New Zealand, and Canada. Built unified, mission-aligned HR strategy and led team of 4 supporting 85 employees, including 3 senior executives. Oversaw compliance, recruitment, onboarding, compensation, and employee relations, partnering with leadership to scale operations and drive growth.

- Decreased time-to-hire 50% by designing and implementing international recruitment and onboarding strategy across U.S., Canada, and Australia, strengthening candidate pipelines and accelerating new hire integration.
- Increased on-time review completion 25% and elevated manager effectiveness by launching performance feedback training program and standardized HR policies across 3 countries.
- Reduced employee benefit costs 10%+ and employer costs 5% while improving utilization and satisfaction with total rewards offerings.

Director of Human Resources

VOLATO | Start-up | Technology | Aviation | Remote US | 2024 (Company ceased operations)

Tapped to build core HR infrastructure and lead team of 4 supporting 265 employees across 36 states during rapid growth. Reported to VP of Administration and led HR strategy, org design, and compliance. Implemented stock award systems, managed SOX compliance, and restructured benefits to reduce costs and boost employee satisfaction.

- Achieved 100% audit success in fully remote environment while supporting 15% headcount growth by directing end-to-end HR functions, including talent acquisition, employee relations, performance management, and organizational development.
- Reduced policy-related inquiries and measurable increase in employee acknowledgment compliance by developing and implementing 15+ HR policies, updating employee handbook, and launching new Employee Code of Conduct.
- Built company-wide equity reward system aligned with job levels and performance outcomes, increasing employee understanding of total compensation and reinforcing retention and engagement across key talent groups.
- Resolved risk exposure issues and improved processing time by addressing significant compliance gaps in 401(k) distribution, state tax registration, and HRIS workflows.

Director of Human Resources | Head of Talent and Culture

CONCEPT COMPANIES | Gainesville, FL | 2022 – 2023 (Position downsized in 2023)

Courted to serve as first Director of HR, reporting to President and CEO via Chief of Staff. Built HR function from the ground up and led team of 3 while also overseeing in-house IT support and internal communications. Supported 180 employees and led corporate restructuring, talent strategy, compensation planning, and leadership development. Designed performance-focused org model and drove change initiatives to improve accountability, engagement, and operations.

CONCEPT COMPANIES (continued)

- Upgraded employee experience, streamlined operations, and enhanced cross-functional alignment by integrating systems and processes.
- Increased organizational efficiency and strengthened employee engagement by spearheading restructuring initiatives that clarified roles and team alignment.
- Championed DEI strategy by launching and leading program that resulted in measurable increase in leadership diversity and fostered culture of inclusion and belonging.
- Improved time-to-hire 33% and enhanced employee retention by revamping recruiting and onboarding strategies through targeted engagement and support initiatives.
- Boosted employee opinion survey scores 10 points, increased retention, and strengthened leadership continuity by building competitive total rewards and development framework in partnership with ELT; designed market-aligned compensation and benefits strategy and launched succession and leadership development programs.

Area Training Administration Manager | Organizational Consultant & Board**THE MANKIND PROJECT** | Florida (Remote) | 501(c)3 Training Organization | 2015 – 2023

Appointed as Florida's first Professional Training Administrator for The Mankind Project. Reported to Regional Leadership Council and partnered with national leaders to implement standardized systems for event planning, facilitator scheduling, and compliance. Streamlined training logistics, enhanced communication processes, and supported development of multicultural leadership programs. Played key role in improving operational efficiency and expanding program accessibility across the state. Organized statewide and national training events, managing logistics for two national gatherings in 2018.

- Expanded opportunities for member advancement by creating training events focused on leadership and personal development.
- Drove 50% rise in membership by designing recruitment initiatives that strengthened community reach.
- Led improvements in training design, operational support, and member engagement, increasing event participation and satisfaction.
- Optimized leadership continuity and operational efficiency by establishing role descriptions and succession plans for board members.

Station Director**DELTA AIR LINES | DELTA GLOBAL SERVICES** | Gainesville, FL | Airline Industry | 2017 – 2019

Led core operations and HR functions, including recruitment, compensation, training, and compliance. Built talent development systems and a leadership succession plan that strengthened internal mobility and expanded the pipeline. Increased employee retention and improved talent attraction by delivering market pay analysis that drove 15% wage adjustment while also reducing time-to-start 50% by streamlining hiring and onboarding processes.

EARLY PROFESSIONAL EXPERIENCE**Store Director | Human Resource Leader****THE HOME DEPOT** | Minnesota | Wisconsin | Michigan | Fortune 50 Retailer | 1998 – 2014

Directed operations across multi-state business units, including a \$75M+ flagship location with 350 EEs. Led HR functions in recruitment, development, and benefits administration. Conducted staffing analyses that supported a 5.3% sales increase, launched new unit in 2007, and developed district-wide training programs in financial and business acumen.

EDUCATION & CERTIFICATIONS

MBA - Human Resource Management | Saint Leo University

BAS - Organizational Management; Human Resource Management | Santa Fe College

SPHR - Senior Professional Human Resources | Human Resource Certification Institute