

# Geraldine Mariano

Staten Island, NY 10309  
(917) 902-0175

gbmariano11@gmail.com  
linkedin.com/in/geraldine-mariano

## HR Business Partner

Senior HR professional with extensive experience in strategic HR planning, management consulting, organizational development, employee relations, mergers and acquisitions, talent management and change management. Recognized as a trusted advisor and valued partner in developing and cultivating talent. Collaborate with senior executives and business partners to align HR strategies with business objectives to better serve clients and increase employee engagement.

## Areas of Expertise

Employee relations | Performance Management | Compensation | Mergers and Acquisitions | Talent Management | Policy and Process development | Change Management | Diversity Equity and Inclusion (DE&I)  
| Leadership Development | Employment law | EEO | Terminations | MS Office | Peoplesoft | Workday |

## Professional Experience

**Charles Schwab**, Jersey City, NJ

10/2021-2/2024

### Senior Manager, Human Resources Business Partner

Provided HR guidance and partnership to the Retail Client Services and Supervision and Controls senior leadership team.

- Consulted with leadership and HR partners to integrate post-acquisition policies, processes, and organizational structures. Facilitated job title alignments and compensation and bonus structure reviews, collaborating with Learning and Development teams on change management strategies.
- Transformed service teams in Client Services and Operations to align functions and clarify roles and responsibilities, to better serve clients. Created new roles at Managing Director and Director levels.
- Provided HR leadership to create and execute a career pathing program to improve employee engagement in the service centers. Mapped out a clear path to promotion and created job transparency of new roles. Improved calibration sessions and leadership capabilities through a series of manager resources.
- Partnered with Talent Acquisition teams to evaluate internal and external hiring strategies using benchmark information and internal data resulting in increased starting salaries in high turnover services areas, retention bonuses for critical, high-risk areas and improvements to the new hire feedback survey and process.
- Developed programs that enhanced diversity and inclusion and ensured the implementation of fair and consistent employment practices. Collaborated with DE&I partner to assess and improve recruitment efforts, succession planning, leadership development program for diverse talent at the Director level, ultimately resulting in 2 successful leadership promotions in 18 months.
- Provided HR leadership and guidance in annual programs including performance management, pay planning cycle, talent review and succession planning process. Obtained feedback and implemented process improvements.

**TD Ameritrade Inc.**, (acquired by Charles Schwab), Jersey City, NJ

9/2009-10/2021

### Senior Human Resources Business Partner (8/2016-10/2021)

Provided guidance, counsel, and support to a cross-functional, multi-location, client portfolio within the retail business including, Brokerage Products and Partnerships, Retail Strategy and Analytics, Investment Guidance and Platforms, Client Experience, Fixed Income Trading and Retail Risk and Supervision.

- Partnered with leadership to develop an integrated and robust talent development and manager effectiveness strategy, aligned with upskilling talent for future needs.
- Consulted with Leaders on organizational change management efforts, change readiness, creating a sense of urgency, and alignment around strategy and vision for implementing Lean and Agile for Product teams.
- Supported significant organizational change efforts including an aligned and simplified organizational structure providing role clarity and meaningful career paths. Created leadership onboarding plan and critical partner to business leaders, working through people impacts for organizational integrations.
- Led investigation on high risk, sensitive, employee relations matters, ensuring fair and consistent employment practices were implemented.
- Partnered with senior leadership to implement meaningful solutions to Employee Engagement results.
- Led annual and ongoing succession planning process, formulating strategic leadership development series for high potential managers to further develop leadership capabilities and enhance visibility to senior leaders.

- Provided HR support to a transition team (Integration Management Office) of high potential leaders who were selected to join this team to support the Scottrade-TDA merger. Provided guidance on the selection process, review of compensation and job levels, retention bonus strategy and developing talent summaries to assist in the retention and redeployment of these leaders into new roles once the acquisition work concluded.

**Senior Manager, Employee Relations (9/2009-8/2016)**

Conducted internal investigations involving sensitive issues or potential risk and exposure, for Technology, Branch Sales, and corporate business groups.

- Handled 3rd party claims including responses to attorney letters and government agencies (EEOC and DOL), working with internal and external counsel.
- Reviewed and advised on employment termination requests, complex disciplinary actions, business cases related to reorganizations and reductions, leave of absence, immigration, and background check issues.
- Evaluated and implemented business-wide reductions in force.
- Designed and implemented HR programs and policies in support of corporate initiatives, HR strategy, labor law compliance and best practices, i.e. enterprise-wide progressive discipline policy and process, flexible work policy/program, immigration sponsorship policy, enhancements to PTO, revisions to employment application and onboarding, severance and contingent workforce guidelines, policy compliance to State meal break and paid sick leave laws, and established an HR relationship toolkit of resources and templates.
- Enhanced diversity programs and fostered social awareness and an inclusive work environment, as part of Diversity and Inclusion Committee. Developed a program for transgender and adoption assistance benefits.

**Additional Experience**

**Endurance Reinsurance Corporation of America**, New York, NY

**Senior Human Resources Partner** (contract)

Provided advisory, strategic, and tactical HR support for 200 employees within Reinsurance LOB and to strategic projects dedicated to improving HR efficiencies and client service. Participated in their HR International Learning initiative in the SG London office and evaluated and implemented a business-wide expense reduction.

**Bear, Stearns & Co., Inc.** (acquired by JPMorgan Chase), New York, NY

**Vice President, HR Merger Transition Team**

Drove merger-related employee issues, integrated HR policies and transitioned FMLA practices partnering with Legal to investigate complaints and charges from former employees and preparing position statements. Identified HR policy gaps and provided recommendations to minimize adverse impact.

**Vice President, EEO Officer/Senior Employee Relations Specialist**

**Employee Relations Specialist**

Advised business managers and delivered range of Employee Relations services including, performance management, policy development, investigations and dispute resolution, project management, strategic restructurings, and diversity. Launched Employee Relations benchmarking forum of industry peers to share best practices and procedures. Hired and oversaw an FMLA administrator.

**Education and Professional Development**

**Pace University**

**Bachelor of Arts (BA), Management Information Systems.**