

Kim St John

Operations Leader: People | HR | Payroll | Finance | Real Estate & Facilities | Insurance Technology

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SUMMARY

As a senior business leader with 20+ years of experience, I have successfully transformed organizations across healthcare, diagnostics and pathology, software, professional services, tourism/travel and non-profit industries. I have supported organizations ranging from 50 to 12,000 employees across the U.S. My track record displays operational excellence, strategic vision, and business impact through people-centric approaches.

EXPERIENCE

FJA-US, Inc. Insurance Technology

Director of Operations (HR-People | Payroll | Finance | Real Estate & Facilities)

Feb 2024 - Present

Oversee all general operations, including human resources, payroll, accounting, finance, real estate and facilities for FJA. I keep the company running smoothly by managing any initiative that requires attention.

Avero Diagnostics Molecular Diagnostics / Clinical Diagnostics / Anatomic Pathology

Chief Human Resources Officer

Jan 2022 - Feb 2024

RAPID SCALING & REVENUE CONTRIBUTION

- During first year, organization scaled from 150 team members to over 500 team members.
- Hired a record 115 lab positions within 6 weeks, expanding testing capacity and revenue by 20%.
- Implemented ADP TotalSource PEO that enabled rapid growth for multiple business units, resulting in increased revenue and enhanced compliance.
- Established careers page and standardized recruitment and onboarding processes – enhancing compliance, efficiency, and candidate experience, and enabling the effective onboarding of 650+ new hires and 150+ M&A employee transfers.
- Established best-practice HR foundation operations, including digitization, policy and process, improving compliance, efficiency, and employee experience.
- Rebuilt payroll operations and systems, streamlining processes to boost compliance, accuracy, and efficiency.

COMPLIANCE & COST SAVINGS

- Effective vendor management and negotiations resulting in cost savings of up to 30%.
- Successfully managed complex employee relations matters, extensive investigations, and complaints.
- Conducted HR/payroll due diligence for multiple mergers and acquisitions, successfully managing staff transition and integration activities post-sale, including change management.

TEAM

- Implemented effective leadership coaching and development programs, resulting in more confident, engaged, and capable leaders.
- Promoted a collaborative relationship between HR and operational department leaders – transforming HR from perceived gatekeeper to trusted partner.
- Built and developed a proficient HR/payroll team to enhance support and ensure business continuity.

Senior Director of Human Resources

Oct 2020 – Jan 2022

FJA-US, Inc. Insurance Technology

Director of Operations

Apr 2017 – Oct 2020

FINANCE & ADMINISTRATION

- Streamlined accounts payable and accounts receivable processes with the four-eye principle, improving efficiency and preventing fraud for positive audit results.
- Rectified overdue and inaccurate business tax filings, established compliance procedures, and implemented budgeting processes for strict adherence.
- Reviewed and optimized commercial business insurance policies for uninterrupted business continuity.
- Managed corporate office optimization, space buildout, and relocation within budget and timelines.
- Proficient in vendor management, contract reviews, and negotiations for timely and budget-compliant services.

HR & PAYROLL

- Established HR and payroll operations, systems, and programs, aligning with business needs and ensuring compliance and efficiency.
- Implemented HRIS and payroll platforms for self-service, robust reporting, and reduced manual data entry.
- Designed talent acquisition strategies for successful hiring in high-demand markets.
- Created onboarding and mentorship programs for efficient integration and engagement.
- Rebuilt trust in a challenging role, becoming a trusted advisor and fostering a more productive work environment.
- Developed compensation and benefits structures to attract and retain top talent; transitioned to partially insured benefits, enhancing coverage and reducing costs.
- Implemented a performance review system based on core values and job role definitions, with an online platform for efficient management and record-keeping.

IT

- Collaborated with onsite and international IT teams to plan infrastructure requirements, ensuring business continuity and regulatory compliance.
- Orchestrated projects involving software and network hardware upgrades, ISO certification preparation, security measures, bandwidth enhancements, and VOIP implementation.

Director of HR

Apr 2014 – Apr 2017

Vive Family Support Adolescent Behavioral Health

Human Resources Director

Apr 2013 – Apr 2014

VISIT DENVER, The Convention & Visitors Bureau Tourism & Travel / Non-Profit

Human Resources Director

Jan 2006 – Apr 2013

Human Resources Manager

Aug 2004 – Jan 2006

Stolle Machinery Company LLC Manufacturing

Senior HR Generalist & Payroll Administrator

May 2003 – Aug 2004

Intrawest Tourism & Travel

HR & Office Administrator

Nov 1999 – May 2003

LICENSES & CERTIFICATIONS

- **Senior Professional in Human Resources (SPHR)** – HRCI · Issued Jan 2008 · Expired Dec 2017
- **SHRM – Senior Certified Professional (SHRM-SCP)** – SHRM · Issued May 2015 · Expired Dec 2018
- **Professional in Human Resources (PHR)** – HRCI · Issued Dec 2003 · Expired Jan 2008
- **Workplace Mediation** – Employers Council
- **Developing Executive Presence** – LinkedIn Learning · Issued Jul 2020
- **Become a Chief of Staff** – LinkedIn Learning · Issued Jun 2020

SKILLS

HR & People

Human Resources (HR) · Strategic Human Resources Leadership · HR Strategy · HR Operations · HR Consulting · HR Policies · Talent Acquisition · Talent Management · Talent Planning · Workforce Planning · Employee Relations · Employee Engagement · Performance Management · Onboarding · Compensation & Benefits Programs · Compensation Management · Benefits Administration · Benefits Management · Labor Relations · Labor and Employment Law · Legal Compliance · Conflict Resolution · Workplace Mediation · Employee Learning & Development · Leadership Development · Organizational Development · Staff Retention

Operations & Finance

Business Operations · Operations Management · Operational Efficiency · Finance · Payroll · Budget Management · Planning, Budgeting & Forecasting · Real Estate & Facilities · Mergers & Acquisitions (M&A) · Restructures · Change Management · Project Management · Data Analysis · Office Administration · Organizational Strategy

Systems & Technology

HRIS · ADP Workforce Now · ADP TotalSource PEO · ADP Pay & EZLaborManager · Paychex HR Online · Oracle Taleo · SAP Concur · TriNet PEO · Software Systems · Software as a Service (SaaS) · Professional Employer Organization (PEO)

Leadership & Interpersonal

Strategy · Leadership · Team Management · Relationship Building · Strategic Partnerships · Communication · Decision-Making · Problem Solving · Interpersonal Skills · Analytical Skills · Policies & Procedures Development