

# WILLIAM M. BOSTWICK V, M.B.A., S.P.H.R., H.R.I.S.

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## **Education:**

**UNIVERSITY OF CENTRAL FLORIDA** - Orlando, FL  
Degree: Masters in Business Administration  
May, 2002

**FLORIDA SOUTHERN COLLEGE** - Lakeland, Florida  
Degree: Bachelor of Science in Business Administration  
Major: Personnel Management  
December, 1987

## **Experience:**

**ADVENTIST HEALTH SYSTEM** – Winter Park, Florida  
May 2006 - Present

### **ERP HR Team Specialist (iSynergy Project)**

June 2011 - Present

Accepted assignment to represent Human Resources for selection and implementation of Enterprise Resource Planning (ERP) project to include Human Resources, Supply Chain and Finance systems.

- Participated in organizational data collection, workshop business process definition gathering and RFP requirements for ERP, Workforce Management (WFM) and Time and Attendance (T&A) vendor selections (Phase 1).
- Conducted RFP evaluation & selection in collaboration with all of iSynergy ERP Team, AHS facilities and Deloitte Consulting (Phase 2).
- Began process of reviewing and standardizing and aligning current state of HR/Payroll codes and practices.

### **HRIS Manager**

June 2010 – June 2011

Provide management of HR Metrics and HRIT Initiatives, ongoing reporting, and projects. Responsibilities include:

- Management of HR Metrics and Data Reporting. Develop and maintain Analytics and Metrics intranet, educate facilities in order to provide strategic focus.
- Human Resource liaison to the technical MIS regarding priorities of projects and project sign offs, specifications and progress reports.
- Provide value-add research to new HRIS projects to include preparation, selection, configuration and deployment.
- Supervise system “bolt-on” deployments and systems analyst. Develop in-house systems user groups for ongoing review and system configuration improvements.
- Continue with majority of decision support analyst duties and responsibilities.

### **Sr. Decision Support Analyst** – Knowledge worker adding value to data.

May 2006 – May 2010

Applies analytical and creative abilities to research issues and provide suggestions for resolutions or improvements to Human Resources programs and plans. Responsibilities include:

- Tracking and management of key business HR Metrics to identify trends and make actionable recommendations.
- Work cross-functionally with Information Systems to maintain, coordinate, and roll-out HRIS projects.
- Collection, assessment and distribution of analytics, aggregating internal and external data sources, publishing standardized reports and create actionable trend information based upon research.
- Identify and measure key HR performance metrics for Human Capital improvements.
- Provide monthly, quarterly and annual reports, dashboards and scorecards to include trending, analysis and recommendations. Present to HR leadership and Executive leadership.

**Sr. Decision Support Analyst Cont.**

- Ensure internal stakeholders have information required to do business and make decisions in regards to Human Capital.
- Developed and coordinated multiple RFP's for system-wide HR evaluations. Included Applicant Tracking, Exit Survey Vendor, and Background Check vendor selection. Participated in company-wide document imaging system selection.
- Perform ad-hoc business analysis for internal departments regarding HR data.
- Monitor the quality and integrity of the data in the system and reports being produced.
- Assist in development of business cases and analysis of new or improved HR technologies.
- Seek out possible vendors whose products add value to HR processes and functions.

**FLORIDA HOSPITAL** - Orlando, Florida  
January 1994 – May 2006

**Associate Director, Human Resources, Applicant Services**

February 2004 – May 2006

Plans and administers policies and programs related to all phases of Florida Hospital System (7 Hospitals, ~15,500 employees) recruitment efforts. Develop both domestic and international strategic recruitment plans with budget of over \$3.5 million, ensure strategic alignment between staffing and organizational goals and develop alternative sourcing and recruitment methods/processes. Interfacing with partners, both external (vendors & consultants) and internal (stakeholders and leaders) to determine best practices and methods, as well as, team with Finance and Marketing departments to develop staffing demand models looking 10 years into the future. In 2005, Florida Hospital hired over 3700 employees and exceeded Registered Nurse hire goals to reduce premium labor costs as primary goals.

Manages subordinate supervisors who supervise other employees in applicant services (~35-40 FTE's). Responsible for the overall direction, coordination, and evaluation of these units. Also directly supervises additional non-supervisory employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Also functioning as the Human Resource project manager responsible for the evaluation and implementation of Human Resource and Recruitment technology as well as HR expert in analytics and metrics. Led requirement gathering, evaluation, selection implementation and training of multiple recruitment (ATS) systems throughout the Florida Hospital seven campuses and ancillary businesses.

Prior Florida Hospital Positions:

September 2003 – February 2004 – Manager of Nurse Recruitment

November 1997 – September 2003 – Lead Nurse Recruiter

January 1994 – November 1997 – Nurse Recruiter

**VARIOUS RECRUITER & RECRUITMENT SALES POSITIONS**

April 1989 - January 1994

- **SNELLING & SNELLING** - Altamonte Springs, Florida
  - July 1992 - January 1994
  - HEALTHCARE INFORMATION SYSTEMS SPECIALIST
- **CORPORATE RESOURCES GROUP** - Orlando, Florida
  - January, 1992 - May, 1992
  - INFORMATION SYSTEMS RECRUITER
- **INNOVATIVE ALLIANCE INC.** - Altamonte Springs, Florida
  - July 1990 - January 1992
  - STAFFING COORDINATOR
- **TECHNICAL AID CORPORATION** - Orlando, Florida
  - April 1989 - July 1990
  - CONTRACTS MANAGER

## **Associations/Certifications/Seminars/Presentations:**

### **Associations/Committees/Boards:**

National Association of Health Care Recruiters (NAHCR) 1994 - 2008  
Florida Hospital Association, Board Member of Florida Association of Health Care Recruiters (FAHR) 2004-2008  
International Association for Human Resource Information Management (IHRIM) 2006 - Present  
American Society for Healthcare Human Resource Administration  
Society for Human Resource Management,  
Partners for a Health Community, Data Collection and Forecasting Committee

### **Certification:**

Senior Professional in Human Resources, December 2005 - Present  
Human Resources Metrics Certification, September 2006  
Human Resources Information Professional, December 2009 – Present

### **State & National Presentations:**

Nursing Spectrum Career Fitness Expo, 2004, "How to Select and Employer that Matches Your Career Goals"  
Florida Association of Health Care Recruiters Annual Conference, March 2005, "Cracking the Code of Metrics"  
Vurv Healthcare Users Group, October 2007, "Recruitment Metrics 101 for System Administrators"  
Florida Association of Health Care Recruiters Fall Conference, October 2007, "Take the Jitters out of Metrics"  
National Association of Health Care Recruiters Annual Conference, July 2008, "Understanding Metrics and Making Them Work for You"

### **Seminars/Conferences Attended:**

HR Measures & Metrics, ASMI, 2005  
HR Metrics, HumanResourceMetrics.org, 2006  
Power Analyst Boot Camp, DataPig Technologies, September 2007  
Using Balanced Scorecard & Strategy Maps, University of Florida, The Leadership Development Institute, March 2008  
Workforce Analytics, INFOHRM Workshop, June 2008  
HR Measures & Metrics, AMA, September 2008  
Dashboard & Visualization Bootcamp, Data Pig Technologies, October 2008  
Misc. Conferences including PriceWaterhouseCoopers HR Conference 2007, Human Capital Institute Summit 2006,2007,  
Talent Management Superconference 2008, IHRIM Conference 2006, 2008, 2009, 2010, 2011, 2012  
SHRM 2006

Full list of presentations/seminars/conferences at <http://willbostwick.com/conferences/>

## **Technical Skills/Competencies:**

- Advanced Microsoft Office Skills including Excel, Access, PowerPoint, Project, Outlook, Word and Visio.
- General Microsoft Office skills in InfoPath, SharePoint and Publisher.
- Microsoft Windows, Apple OSX, and Linux operating system environments.
- IBM QMF/SQL, HTML.
- Mainframe Legacy HR/Payroll System.
- Various Applicant Tracking Systems and Reporting Systems.
- HRIS project selection and implementation.
- Strong Workforce Analytics and Scorecard development foundation.
- Management and Strategic leadership.
- Sourcing, Recruitment and Brand Marketing.