

ERIK S. WRIGHT, MBA, PHR, SHRM-CP

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EXECUTIVE SUMMARY

A human resources professional with 12 years of strategic HR experience. Areas of expertise include: Employee relations (including EEO investigations), employee training & development, union & non-union workforces, strategic HR partnership, organizational culture, employee engagement & retention, leadership development, and workforce development.

EXPERIENCE

YOSEMITE HOSPITALITY – ARAMARK LEISURE

November 2019 – Present

The primary concessionaire for Yosemite National Park, a nearly 1,200 square mile national park with over 4 million visitors annually. Operating seven hotels, lodges and camps, multiple food & beverage venues, retail stores, adventure tours, transportation, and ski operations.

Senior Human Resources Manager

Responsible for all HR, Employee Services and housing functions for park 1500 concessionaire employees and a member of the operations executive team. Operated with highly unionized workforce in two separate unions.

- Oversee HR Managers, Employee Services & Housing Managers, Security and HR/Employee Recreation staff.
- Develop & maintain multi-million-dollar departmental P&L budgets.
- Direct strategic HR and employee relations processes for multiple venues and operations within Yosemite National Park and provide HR management support for Lake Tahoe, Lake Mead, and broader regional operations.
- Responsible for union relations, CBA interpretation and a member of the contract negotiation leadership team.
- Directed COVID-19 response for Yosemite Hospitality and assisted with the broader line of business response.
- Oversaw the development and implementation of internal social media platform for Yosemite Hospitality.
- Promoted and directed employee engagement activities from large events to interdepartmental activities.

CHARTER COMMUNICATIONS (SPECTRUM)

October 2018 – October 2019

A \$3.5 Billion company with over 92K employees. Known as the third-largest multichannel video service provider in the United States.

Human Resources Manager

Responsible for all employee HR relations in Hawaii (a heavily unionized workforce on multiple islands). Operated with six different collective bargaining agreements within two separate unions. Acted as the key HR Business Partner to multiple Directors, 3 VP's, and the Senior VP of Field Operations.

- Oversaw one Senior HR Generalist and two HR Generalists.
- Responsible for HR relations for 6 islands including over 650 union and non-union employees.
- HRBP for senior leadership.
- Conducted major EEO investigations.
- Worked directly with the unions on grievances and employee relations concerns.
- Credited for improving many outdated processes used by the HR Department that were previously under the Legacy Time Warner operations to current methods used by Charter.

PACIFIC SHIPYARDS INTERNATIONAL

2012 – 2013 | 2016–2018

A unionized ship repair and services facility in Honolulu on Pier 24 and Joint Base Pearl Harbor-Hickam with a 75-year history of success with revenues over \$27.5 Million worldwide.

Human Resources Manager

August 2016 – March 2018

Responsible for all HR for a unionized industrial workforce of around 100 employees and 35 non-union employees. Managed all recruiting, employee relations, benefit enrollment, compensation, and training programs. Was asked to come back to the company in 2016 to help develop standardized HR functions and processes.

- Oversaw an HR Assistant with a dotted line supervisory role over an Administrative Assistant and Payroll Clerk.
- Successfully modified and implemented repeatable processes and procedures and key company goals
- Prepared the company for transition to a paperless HRIS system,
- Successfully negotiated a new 3-year contract with the union, gaining substantial concessions.

Human Resources Administrator

August 2012 – March 2013

- At the time, acted as the sole HR Representative of the company.
- Responsible for overseeing the day-to-day HR operations for 100+ employees.

CHEROKEE NATION ENTERTAINMENT

February 2013 – August 2016

Known as one of the largest and most successful tribal businesses in the country. Specialized in Gambling & Casinos. Owns and operates Hard Rock Hotel & Casino in Tulsa, OK and 9 other Cherokee Casinos.

Employee Service (HR) Manager

Responsible for all HR functions and Management for the Hard Rock Hotel & Casino, Cherokee Casino, and Will Rogers Downs.

- Managed HR operations for over 2,100 hourly and salaried employees.
- Supervised a staff of 11 HR Assistants.
- Directly responsible for employee relations, investigations, staffing, new hire orientation, and training.
- Coordinated monthly employee relations events which on average would service over 500 employees per event.
- Conducted major EEO investigations - Represented the company at employee hearings for both Cherokee Nation Gaming Commission as well as administrative hearings for employee separations.
- Worked with internal IT department to develop and implement an HR event tracking program to interface directly with the HRIS systems to allow for real-time tracking of events including: open enrollment, employee engagement events, holiday gift cards & turkeys for over 4,000 employees.
- Directly interfaced with executive leadership to help develop and improve the staffing management system and meet departmental needs.

PENMAC STAFFING INC.

February 2010 – June 2012

America's largest 100% employee-owned staffing company. Has been providing temporary and long-term staffing and HR services since 1988.

Branch Manager

Served as an HR consultant for multiple business in the manufacturing and light industrial sector regarding staffing & employment concerns.

- Responsible for business development for multiple branches in three states.
- Developed and implemented training and development programs in all Penmac branches.
- Acted as the corporate trainer for all branches operating in 8 states.

EDUCATION & PROFESSIONAL DEVELOPMENT

EDUCATION

University of North Texas, Denton, TX

Doctor of Philosophy

To be conferred May 2022

- Major: Applied Technology in Performance Improvement
- Minor: Organizational Behavior
- Dissertation title: *The Moderating Role of National Culture on Perceptions of Psychological Contract Breach and Job Satisfaction in Multinational Corporations.*

Northwest Missouri State University, Maryville, MO

2011

Master of Business Administration

Missouri Southern State University, Joplin, MO

Bachelor of Science in Business Administration

- Major: Business Management 2009
- Major: Human Resources Management 2011

Professional Certifications

- Professional of Human Resources Certified – PHR 2012-2024
- Society for Human Resources Management - SHRM-CP 2015-2022
- Coaching Certification – Association of Training & Development 2016
- Everything DiSC Certified Facilitator 2017
- Civil Treatment – Certified Trainer 2019

PROFESSIONAL & CIVIC ACTIVITIES

Secretary – Yosemite Valley Elementary School – Parent Teach Group

2021-Present

Member – Society of Human Resources Management

2007-Present

Reviewer – Performance Improvement Quarterly Journal

2016-2018

Volunteer – Wildcat Glades Conservation & Audubon Center

2010-2012

PUBLICATIONS

Wright, E., & Baker, R. (2020). Cultural communications: A case study in the unique nature of communications between mainland United States based organizations and their Hawaiian workforces. In D.M. Van Tiem & N. Crain Burns (Eds.), *Cases on Performance Improvement Innovation* (pp. 156-172). IGI Global. <https://doi.org/10.4018/978-1-7998-3673-5.ch010>

Wright, E. (2017). Dialogic development in the situational leadership style. *Performance Improvement*, 56, 27-31. <https://doi.org/10.1002/pfi.21733>

Wright, E. (2021). PIQ Special Issue Introductory. *Performance Improvement Quarterly*, 34(3), 227-228. <https://doi.org/10.1002/piq.21376>

Wright, E. (2021). The effects of organizational culture on employee turnover. *Performance Improvement Quarterly*, 34(3), 303-319. <https://doi.org/10.1002/piq.21372>