

KIRA K. HIGA

PROFESSIONAL EXPERIENCE

A. HAWAIIAN TELCOM – Honolulu, Hawaii

03/2019-Current

HR Director

Responsible for effectively designing, implementing, and executing HR programs and initiatives throughout the Company. Directs the day to day operations of the Human Resources department and plans, directs and carries out policies relating to all phases of personnel activity. Partner with management groups on organizational design, talent planning, employee training and development, employee relations and individual coaching and mediating. Drive companywide performance management actions including ensuring the use of performance management tools, programs and guidelines.

- Oversee the management of records, administrative requirements and regulations, and personnel transactions such as promotions, transfers, and terminations
- Leads efforts in conducting thorough and timely investigations regarding all employee initiated claims both internal and external
- Determine and assess risk factors of the current market conditions and create plan to address proactively
- Develop various policies/strategic initiatives to guide employees through the COVID pandemic while maintaining morale- Work from home policy, leave policy, TAM day, home dispatch, safety guidelines, etc.
- Lead Negotiator between Company and Union
- Build and lead large scale structural and organizational design changes
- Ability to find efficient and innovative ways to solve complex problems
- Developed and executed key engagement programs such as Malama Volunteer Program, Take a Minute Day, New Hire Pal Program, etc.

B. HAWAIIAN TELCOM – Honolulu, Hawaii

10/2018-03/2019

Senior HR Manager

Responsible for managing various human resources functions including employee relations, recruiting, compensation, benchmarking and HR support.

- Manage all aspects of employee relations for the company including new employee onboarding, employee record keeping, separations, etc.
- Act as strategic business partner and advisor to department and corporate leaders
- Implemented volunteer separation program for 100+ employees
- Responsible for HR reporting to executive team

C. HAWAIIAN TELCOM – Honolulu, Hawaii

07/2015-10/2018

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Sr. Manager-Benefits

Oversees and directs overall management and supervision of all employee health and welfare and retirement plans. Provides leadership, guidance, counsel to ensure current and future work force needs with a focus on benefit and welfare programs. Develops plans, negotiates, and executes benefit and welfare programs with vendor, consultants, and providers. Member of corporate Investment Committee and lead HR contact for annual Benefit Plan and Internal audits. Providing a lead role in implementation of a streamlined, integrated process to manage overall disability leave including FMLA, HFLL, ADA and Workers Compensation.

- Responsible for the compilation of data to complete annual compliance reports- Form 5500, annual 401(k) discrimination testing documents, and other reports required for benefit plan legal filings
- Responsible for the overall direction, coordination and evaluation of the Benefits Staff
- Effectively manage vendor relationships and service agreements to insure TPA systems and service issues are addressed in a timely manner
- Oversee and administer all Leave of Absences, including FMLA, HFLL, Worker's Compensation, Military, ADA and Personal Leaves
- Designed and Facilitated Leave Management training classes for all leaders throughout the Company
- Reduced FMLA/HFL claim count by 20% within one year
- Partnered with Safety and Risk Management to decrease the worker's compensation claims by 28% within a one year period
- Developed a return to work program to minimize the emotional and financial impact of an employee's illness or injury and increase morale and productivity within the Company
- Oversee annual benefit renewals by negotiating strategic cost savings and working closely with carriers and consultants
- Managed the open enrollment process ensuring the Benefits Administration TPA and Carriers are informed of the upcoming plan year changes
- Provided strategic input to leaders by evaluating new strategies through data which lead to a deep understanding of the company's current and future challenges
- Designed and executed Early Retirement Program for 150 employees
- Implemented benefit plan and premium changes which resulted in an annual savings of \$1M
- Developed and implemented wellness initiatives to inform and engage employees about the importance of education, awareness and behavioral change in wellness and productivity

D. HAWAIIAN TELCOM – Honolulu, Hawaii 12/2013- 07/2015

Labor Relations Manager

Provide leadership, guidance, and counsel to business units on labor and employee issues to support successful achievement of business objectives; ensures policies are consistently applied as they relate to employee and labor relations, and on policies, programs, and procedures to address and resolve employee issues. Assists and works with management in the design and implementation of LR programs, policies, and procedures that are company-wide or specific to the business unit. Works with management, employees, and Union to resolve issues and negotiate agreements.

- Investigate employee issues, complaints, and suspected misconduct in order to determine appropriate disciplinary or corrective action

KIRA K. HIGA

- Participate as appropriate in governmental hearings or investigations, including Department of Labor and Office of Equal Opportunity investigations
- Demonstrated strong interpersonal and communication skills, having dealt with a diverse group of professionals
- Provide training, assistance, interpretation, and consultation of the collective bargaining agreement and HR policies
- Manage and prepare employee relations resolutions, including all steps of the grievance process and arbitrations hearings, unemployment insurance claims, and memoranda of agreements
- Foster a teamwork/open-door environment to encourage positive dialogue across the organization
- Work directly with Union, arbitrators, and attorneys to negotiate and resolve grievances, arbitrations and any labor conflict that requires support
- Responsible for the execution and management of the attendance policy to include sickness disability absences following the United States District Court for the District of Hawaii ruling that the “Sick Leave Law” was invalid
- Proven record in addressing leave issues across the Company

E. HAWAIIAN TELCOM – Honolulu, Hawaii

09/2011- 12/2013

Benefits Coordinator

Responsible for supporting and ensuring compliance of the day-to-day administration of various union and non-union benefit plans for Hawaiian Telcom employees and retirees.

- Assisted employees and retirees with benefit questions and problems by researching benefit policies and procedures and ensuring prompt and thorough resolution
- Responsible for monitoring all workers’ compensation cases from inception to final disposition
- Actively participated in the Workers Compensation quarterly claims review with the carriers to address any claims issues
- Effectively administered and managed the Family Medical Leave Act (FMLA) and Hawaii Family Leave Law (HFLL) process and ensure that the proper forms are completed and processed in accordance with the FMLA and HFLL regulations
- Responsible for the administration of Military leaves
- Provided guidance to employees to ensure proper time reporting that is in compliance with the company policy, collective bargaining agreement, and terms of employment
- Administered open enrollment training and information sessions for both union and non-union employees
- Supported the implementation and administration of the sick leave benefit as indicated in the terms of employment
- Established relationships with benefit vendors to better assist and support the Company’s employees and retirees
- Successfully partnered with AON-Hewitt to conduct Pension Freeze information sessions for the union workforce

F. HAWAIIAN TELCOM – Honolulu, Hawaii

2009- 2011

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Wholesale Collections Analyst

Responsible for securing payment from multi-million dollar companies while striving for excellence in customer service and strengthening customer relations.

- Maintained and managed CDG CABS wholesale and retail collections
- Built strong relationships with highly visible customers with multi-million dollar accounts for CLEC's, ISP's, Interexchange Carriers, and various Government branches
- Committed to superior customer service by responding to the requests for service and assistance
- Identified, resolved, and located root cause for customer billing issues in a timely fashion
- Participated in the establishment of controls and audit points related to collection and credit management and prepared required Sarbanes-Oxley documentation
- Mastered collection job functions, which included making payment arrangements, collection calls, and sending treatment letters
- Reported CDG-CABS dispute figures weekly for the Financial Stabilization meeting with the Board of Directors
- Sought out learning opportunities by communicating with the Cash Applications team, the Wholesale Markets team, and the Billing Ops team to gather knowledge on their processes
- Responsible for inputting adjustments, write offs, and transfer balances for CDG CABS customers

G. OFFICE OF HAWAIIAN AFFAIRS – Honolulu, Hawaii

2005 to 2009

Trustee Secretary

Provide high-level administrative support to a Government Agency Trustee, whose purpose is to protect the entitlements of Native Hawaiians.

- Coordinated, promoted and executed successful conferences and meetings, creating invitations and promotional materials, booking venues, and selecting guest speakers
- Extensive experience in the organization, planning, and support of a wide variety of daily operational and administrative functions including scheduling & planning meetings, coordinating travel, and managing calendar
- Oversaw Trustee allowance budget and made executive decisions based on the numbers presented in the prepared expense reports and credit card/bank reconciliations
- Highly focused and results-oriented in supporting complex, deadline-driven operations; able to identify goals and priorities and resolve issues to achieve agency's objectives
- Responsible for researching, reporting, information management, and business-development efforts within budget requirements for neighbor island board and community meetings while maintaining open lines of communication between Trustee and beneficiaries
- Managed invoicing and billing processes to members of outside committees
- Designed, coordinated, and maintained vital competitive analysis process to facilitate implementation of the organization's mission in serving the Hawaiian community
- Developed internal correspondence that facilitated effective communication and transfer of information between administration and other departments
- Proficient with PC systems including Microsoft Office, Excel, Powerpoint, and Outlook

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EDUCATION

CONCORDIA UNIVERSITY- Irvine, California

B.A., Behavioral Science: Psychology and Minor in Business Administration

- Graduated Magna Cum Laude

AFFILIATIONS AND INVOLVEMENTS

Patsy Mink Leader

Co-Chair, Hawaiian Telcom Employee Relief Fund

Member, Cincinnati Bell Incident Command Team

Coordinator, Hawaiian Telcom Blood Bank Program

Coordinator, Hawaiian Telcom Weight Watchers at Work Program

Member, Hawaiian Telcom Aloha United Way Committee

Member, Hawaiian Telcom Food Drive Committee

Member, Hawaiian Telcom School Supply Drive Committee

Founder, Hawaiian Telcom Wellness Program

Co-Chair, Red Cross "*Ready When the Time Comes*" Program

Member, 2014 Social Gathering Committee

Navigator, Fast Forward HT101 Team

Member, Hawaiian Telcom Investment Committee

Member, Fast Forward "What Customers Want" Team

REFERENCES

Available Upon Request