

Carlos A. Conte

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Strategic • Visionary • Innovative

Experienced HR leader with 20+ years developing and executing HR strategies that support long-term goals for non-profit, multi-site organizations. Skilled in analyzing complex issues, driving operational excellence, and aligning HR solutions with business objectives to enhance efficiency and workforce satisfaction. Expertise in talent acquisition, retention, and development of patient-focused teams. Strong communicator, certified negotiator, and change management leader with a coaching mindset that fosters team growth and a positive culture.

Press Ganey Scores

★★★★★

Top 10% in engagement, leadership, and team performance

CAREER HIGHLIGHTS

Onboarding Efficiency

Saved 17% on cost per hire with Workday and process streamlining

Talent Acquisition Transformation

Saved \$48M/year moving from outsourced to internal staffing agency

Outsourced Recruitment

Reduced onboarding cycle 5 days and improved candidate experience

AREAS OF EXPERTISE

HR Shared Services • Talent Acquisition • Occupational Health • Workday HCM • Total Rewards • Electronic Health Records (EHR) • Collective Bargaining • Six Sigma • Strategic Planning • HR Solutions • Learning & Development • Negotiation • Change Management • Cross-Functional Collaboration • Compensation • Operational Excellence

PROFESSIONAL EXPERIENCE

St. Mary HealthCare – Baltimore, MD

06/2012 to Present

Integrated five-hospital healthcare organization with 6K+ employees and 29 sites, delivering care in the Baltimore MD area.

Vice President of Human Resources and Technology

8 Direct/85 Indirect Reports | \$100M HR Budget | \$85M Payroll, Total Rewards, Benefits

Lead system-wide HR shared services by implementing integrated processes and programs for Talent Acquisition, Workforce Analytics, HRIS Management, Total Rewards, Health Plan Administration, Workers' and Diversity Equity and Inclusion (DEI).

- Transformed talent acquisition program through creative, multi-pronged approach to solve persistent recruitment and retention issues:
 - Entered into Recruitment Process Outsourcing (RPO) agreement with Heuman, employing best practices, improving candidate experiences, leveraging state-of-the-art tech stack, and ability to staff recruiters flexibly for surges and lulls.
 - Collaborated with IT, Security, Recruiting, and Occupational Health Center to reduce new hire onboarding cycle to 5 days, resulting in 17% reduction in cost per hire.
 - Built staffing pipelines for hard-to-fill positions through international RN recruitment program and bridge career pathway programs.
 - Decreased Traveler RN costs by 61% and reduced RN vacancies by 35% for \$48M in annual savings with internal agency, float pool, international RN recruitment, and Agency staff converting to direct employment.
 - Improved flexible benefits, childcare assistance, and implemented Uber transportation agreement.
- Implemented Workday HCM integrated with UKG (formerly Kronos) payroll, enabling an employee-centric

World Class Healthcare

★★★★★

Washington Post Top Workplace
2021, 2022, 2023
Forbes Best in State Employer
2021

approach to scheduling and career development.

- Drove Cerner (now Oracle Health) electronic health records implementation across all locations, streamlining patient scheduling, billing, and claims management.
- Spearheading collaborative Six Sigma project to identify Howard staffing root causes and pilot solutions for upcoming Collective Bargaining Agreement.

City of Baltimore, Department of HR

06/2007 to 06/2012

County seat with 66K+ residents and 530 city workers located in Montgomery County of Baltimore and Washington DC areas.

Chief Human Resources Officer

Deliver strategic direction and management of benefits, compensation, information systems, recruitment, labor relations, learning, performance and development, and safety/risk management for department with \$1.4M budget.

Baltimore County Government, Office of HR | Baltimore, MD

12/1997 to 06/2027

County government servicing \$1M+ residents and 1700+ full time equivalents (FTEs)

Chief Labor and Employee Relations & Director Management Services

Operational leadership for recruitment, compensation, and labor and employee relations with 30 HR professionals and \$2.9M budget. Chief negotiator for 20+ police, fire, corrections, and emergency management services contracts.

U.S. Department of the Interior, National Park Service | Washington, DC

06/1990 to 12/1997

Federal agency that manages U.S. national parks, national monuments, and other natural, cultural, and historic sites.

Sr. HR Generalist

Managed Employee Relations with five HR professional team supporting 23K+ diverse employees across the U.S.

EDUCATION & CERTIFICATIONS

BA, Psychology & Organizational Psychology | University of Maryland | College Park, MD
 MS, Human Resource Management | Johns Hopkins University | Baltimore, MD
 MBA, Human Resources | Johns Hopkins University | Baltimore, MD
 Fellow | HealthCare Executive Fellowship Program | Adventist HealthCare | 2023
 Certified Professional (CP) | International Public Management Association (IPMA) | 2021
 Certified Mediator | Scheinman Institute on Conflict Resolution | Cornell University | 2021
 The Executive Program: Advanced Management | Darden School of Business | University of Virginia | 2020

AWARDS & ACTIVITIES

Practitioner Award | HRO Today | 2022
 HR Faculty | LEAP | 2019 – Present
 Executive of the Year | Healthcare Council of Maryland (HCNCA) | 2017
 Committee Board Member | Council on Aging of Greater Washington | Baltimore, MD | 2019 – 2022