

**CYRILLE BUISSON**  
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### **Specialty Skills**

Expertise in: leading through change, talent selection, onboarding, understanding and translating business strategies, culture and team building, diversity management, project planning and execution, organizational leadership development, talent selection, employee relations, employee empowerment and retention, performance management.

### **Summary of Experience**

- 9 years of experience as a corporate office leader (leading operations, human resource responsibilities, cultural change and diversity management, program and budget management)
- 2.5 years as Director of Human Resources department
- 6 years professional experience in educational management and administration at Graduate Level (Admissions, International Student Services)
- Proven project and partnership management delivery
- Seamless stakeholder relationship building (customer, partner, regulatory)

### **Professional Experience**

#### **Director of Human Resources – Heritage Senior Living Corporate and MSP Real Estate, Inc.**

*Milwaukee, WI from March 2017 to October 2019*

- Supported over 800 employees across 16 Wisconsin-based assisted living communities
- Directed operational programs across corporate departments
- Developed, evaluated and executed talent strategies aligned with business objectives
- Created and implemented policies and procedures; oversaw and approved employee disciplinary actions
- Developed and managed a new onboarding process to expedite new hire orientation
- Streamlined hiring practice and trained leaders to attract, hire and retain ideal talent
- Implemented new tools to optimize staff scheduling resulting in employee satisfaction and a reduction of overall labor cost
- Conducted multiple satisfaction surveys and directed annual talent review process
- Managed vendor relationships to maximize the administration of payroll and benefits

#### **Human Resources Director and Campus Administrator – SUPINFO International University (36 campuses worldwide headquartered in Paris, FR)**

*San Francisco, CA from September 2010 to August 2016*

- Managed 250 graduate-level Information Technology (IT) students and administrative staff (operational and budget processes, hiring process, employee relations, employee engagement and retention, payroll process, course scheduling, student internships, event planning)
- Developed and maintained technical partnerships, strategic initiatives, networks with key stakeholders (partners included Apple, Microsoft, Oracle, Facebook, Google)
- Managed programs and communication venues to increase student satisfaction with the quality of the academic program and their campus experience
- Created, developed, and managed SUPINFO's inaugural partnership with City College of San Francisco (CCSF), which included a creative business plan beneficial to CCSF's financial situation

and their international pursuits; saved SUPINFO over \$950k by successfully negotiating CCSF contracts

- Crafted and managed graduate IT/Business academic program validated by U.S. Immigration
- Managed F and J student visa process and partnership with sister schools
- Implemented and managed processes to ensure compliance with academic policies and procedures

#### **Business and Partnership Program Manager - Swapcom**

*Paris, France from March 2000 to April 2004*

- Developed new partnerships with key software and handset manufacturers (Oracle, Nokia, Alcatel)
- Generated new business through development of client-specific products and applications
- Created firm's first Customer Service Department, including process design, website content and design, and customer support hotline
- Produced marketing and sales support documents (software release notes, press releases)
- Organized annual trade shows with vendor partnerships

#### **Marketing Specialist - River Manor Care Center**

*Brooklyn, NY from September 1999 to January 2000*

- Conducted extensive research on new markets, competitive pricing strategies, quality of care, and demographics
- Developed new business relationships with area hospitals' and their social worker departments
- Conducted assessment surveys of employees' needs for success and satisfaction which resulted in changes to employees' working environment (e.g., room layout, work schedule)
- Increased new applicant referrals by 5% over a 4-month period

#### **Education**

- **Master of Science, Organization Development, University of San Francisco**  
San Francisco, CA – GPA: 3.8
- **Bachelor of Science, Business Administration, French Institute of Business and Administration, I.F.G. Group**  
Paris, France – GPA: 3.8
- **Associate Degree, Business and Management, University III of Lyon**  
Lyon, France

#### **Additional Information**

- Dual citizenship: U.S. and French
- Bilingual (French/English) with understanding of American and European business cultures
- Proficient in Microsoft and Macintosh application suites
- Proficient in HRPrism, ADP, Novatime, OnShift, Relias, LinkedIn and Indeed for employer