



Karen Shannon **VICE PRESIDENT OF BUSINESS CONSULTING/CHRO**

Karen Shannon is the Vice-President of Business Consulting / CHRO for Ollis/Akers/Arney. Karen has served in senior leadership positions in banking and human resources for over 30 years. She and her team provided HR services to 5,000 employees across the US, United Kingdom, India and Mexico. Today, she works with clients on key business and HR strategies which have resulted in cost savings upward of \$7 million.

Karen has expertise in all functional areas of Human Resources including administration, compensation and benefits, compliance, employee relations, performance management, organizational development, talent selection and management, training and development and labor relations.

Karen's experience includes advanced employee relations issues including managing litigation and discrimination charges, conducting investigations, and working with federal and state commissions and regulatory agencies.

Karen received her MBA and BA in Business Administration and Economics from Drury University. She is a graduate of Leadership Missouri and is a member of the Local Issues Public Task Force for the Springfield Area Chamber of Commerce, as well as serving on the Missouri Bankers Association Board of Trustees for Banking Education. Karen was recognized in 2000 by the Springfield Business Journal in its inaugural class of Most Influential Women in Business and is a regular speaker at national and regional conferences.



Carolyn O'Kelley **HUMAN RESOURCES CONSULTANT**

Carolyn O'Kelley has over 20 years of leadership experience in all aspects of human resources activities including benefits, compensation, training and development, organizational development, talent selection, employee relations and legal compliance. She has worked in a variety of industries for local and national large and mid-size companies in the profit and not-for-profit arenas.

Carolyn graduated with a Bachelor of Science degree in Business Management from Missouri Southern State University and

holds two HR professional certifications - Senior Professional in Human Resources (SPHR) from the HR Certification Institute (HRCI) and Senior Certified Professional (SHRM-SCP) from the Society for Human Resource Management (SHRM).

Carolyn is a member of SHRM and has served on the board for the Missouri State Council of SHRM and served in various board positions for the Springfield Chapter of SHRM. In 2016, Carolyn was President of the Springfield Area Human Resources Association (SAHRA) and nominated for the Springfield Business Journal Top Local Human Resources Professional of the Year.



Kenya Pearman **HUMAN RESOURCES CONSULTANT**

Kenya Pearman has over 16 years of Human Resources Director experience including recruiting, onboarding, employee relations, training and development, benefit administration, legal compliance and has developed employee recognition programs in the supply chain/logistics

industry. Kenya has a BS in Political Science from Oklahoma State University and is actively involved in the Springfield Area Human Resources Association and the Society for Human Resource Management. Kenya holds the esteemed Senior Professional in Human Resources (SPHR) designation and is a Senior Certified Professional through SHRM.



Holly Loven **HUMAN RESOURCES GENERALIST**

Holly Loven has more than a decade of experience in Human Resources in manufacturing and nonprofit organizations. Her experience includes benefits management, recruiting, employee relations, employment best practices and legal

compliance. Holly received her Bachelor of Arts in Business Administration, Summa Cum Laude, from Drury University. She is a certified Professional in Human Resources (PHR) by the Human Resources Certification Institute and a former Board Member of the Springfield Area Human Resources Association.

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WE OFFER SOLUTIONS IN ALL AREAS OF HUMAN RESOURCES.

Ollis/Akers/Arney knows how challenging it is for business leaders to stay informed in all areas of Human Resources. To allow you to focus on your core business, our trusted advisors in the Business Consulting Division offer expertise, knowledge and Human Resources solutions to maximize your return and minimize business risk.

ADMINISTRATION

- Human Resources Policies & Practices
- HR Assessments
- HR Best Practices
- HR Documents & Forms
- Human Resources Information System (HRIS)
- Online HR Resource Tool
- HR Hotline

COMPENSATION & BENEFITS

- Benefit Analysis
- COBRA Administration
- FMLA Administration
- Total Rewards Statements
- Compensation Structure Analysis

COMPLIANCE

- Affirmative Action Plans
- Americans with Disabilities Act (ADA)
- COBRA

- EEO-1 Reporting
- Employment Law
- ERISA
- Family Medical Leave Act (FMLA)
- FLSA - Wage & Hour Position Review
- I-9 Audit
- Human Resources Audit
- Record Retention
- Worksite Required Postings
- Worker's Compensation

HR DEPARTMENT OUTSOURCING

- Comprehensive HR Department Facilitation

EMPLOYEE RELATIONS

- Employee Handbook
- Employee/Manager Problem Resolution
- Diversity Program
- EEOC & State Commission Investigation & Response
- Incident Reporting Hotline
- Investigations (Sexual Harassment, Discrimination, etc.)
- Management & Employee Education (Sexual Harassment, Diversity, etc.)
- Outplacement Services
- Reduction in Force and Position Elimination
- Unemployment Claim
- Workplace Violence

PERFORMANCE MANAGEMENT

- Coaching and Counseling
- Corporate Core Competency and Job-

- Specific Competency Integration
- Involuntary Termination Process
- Job Descriptions
- Performance Appraisal Process
- Problem Resolution Process
- Progressive Disciplinary Process

ORGANIZATIONAL DEVELOPMENT

- Employee Satisfaction Survey
- Employee Engagement Survey
- Corporate Core Values Identification, Implementation and Integration
- Succession Planning

TALENT SELECTION

- Applicant Assessment Tool
- Background Check & Drug Screening
- Behavioral-Based Interviewing Training and Implementation
- Employment Verification
- Onboarding Process
- Retained Job Search
- Talent Acquisition System (Talent Sourcing, Applicant Tracking, Job Posting, Recruiting, Competency-Based Interview Guides, Screening & Interviews)

TRAINING & DEVELOPMENT

- Management Development Training
- Individual Development Training
- Individual Development Plans
- One-on-One Coaching for Managers
- One-on-One Training for HR Professionals