

STEPHEN A. CONNELLY

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CAREER SUMMARY:

Proven public-sector director / private-sector executive and consultant, within all human-resource (HR) and numerous administrative functions. Subject-matter expert (SME) in group healthcare and insurance, compensation, benefits, pre-tax plans, HR, HR Systems, EEO, and employee-relations programs. Certified Instructor and master practitioner in flexible compensation. Respected project manager / global program director. Post-Masters HR education. Significant volunteer community outreach. Naval Officer wartime veteran. Active Federal High Risk, High Public Trust clearance.

PROFESSIONAL EXPERIENCE:

Senior Advisor, Healthcare & Insurance; Program Director, FEDVIP and USAJOBS. US Office of Personnel Management (OPM), Washington, D.C., 2006-Present. Foremost HR agency for the Federal government, directly enabling the US President to best manage that global workforce. Web sites: www.opm.gov/Insure / www.usajobs.gov

- Serve as the principal senior internal benefits expert for Federal-employee healthcare and insurance plans, with 25 million (M) eligibles, now impacted by national healthcare-emergency constraints. Research and coordinate special health, wellness, benefits, insurance projects. Perform extensive, detailed work within both PPACA and COVID-19.
- Headed the international Federal Employee Dental and Vision (FEDVIP) programs, offering complete plan services to 2.7M covered lives. Expanded TRICARE connections. Led the shaping of worldwide insurance-operations sites.
- Managed the cross-functional project team's crafting and release of the Request for Proposal, and, the multi-year contract award for Federal Long-Term Care Insurance (LTC), the world's largest single-employer LTC offering.
- Directed the universal Internet-based technology and Federal-employment operations of USAJOBS; and, transitioned it from E-Government developmental to fully reimbursable operational status. Monitored all contractor, security, and recruitment shared services for 4.5 thousand (K) registered Government HR staff in 120 Federal agencies. Oversaw 60K monthly job postings, averaging 125M monthly page hits by 10M monthly site visitors.
- Represent these statute-based programs before all Federal agencies, OMB, Congress, and the White House.

Director, Project Management Office, Americas. Convergys Corporation, Jacksonville, FL, 2005-2006. World leader in providing outsourced customer care, HR, payroll / billing services to major clients. www.convergys.com

- Developed, organized, implemented, and facilitated multiple large-scale, complex, and highly visible projects and programs for Americas-based international clients. Managed internal ATT / Convergys' program enhancements.
- Fostered improvements in customer HR, compensation, benefits, employee and labor-relations programs' outsourcing, engagement / vendor management, and Federal compliance. HR programs outsourcing SME.
- Influenced and drove company "best practices"; and, optimized technical steering committees' effectiveness.

President and Certified Principal. ConnVerge, Inc.® Jacksonville, FL. 1986-2006 (includes both full and part-time work). Consultants in HR, HRIS, compensation / benefits, group insurance, retirement plans, EEO, dedicated call and customer-service centers; and, business-process innovation, effectiveness, and outsourcing. www.connverge.com

- Created entire flexible compensation / benefits, incentive / rewards, and retirement-plans lines for nationally recognized \$6 billion insurer. Also shaped Mutual Fund training program for respected Fortune 100 company.
- Crafted total Human Resource, group insurance, compensation and benefits, incentive, retirement plans, EEO, HRIS programs for multiple expanding regional hospital systems and design / build construction firms.
- Undertook major strategic-planning, organizational-transformation, and operational-improvement engagements.
- Coordinated client feasibility studies, venture analyses, project plans. Guided special-emphasis hiring programs.
- Interacted continuously with client senior leadership, boards of directors, key stakeholders and customers.

National Manager, Pre-Tax and Retirement Plans. Blue Cross / Shield of Florida, Diversified Business, Jacksonville, FL. 1989-2003. Florida's largest bundled consultant, document preparer, and internal administrator of single-provider, consumer-driven health, life, dental, and flexible-benefit plans. www.bcbsfl.com

- Designated as the enterprise-wide benefits-programs internal consultant, SME, and qualified-plans' Product Champion. Constantly involved in cross-functional group insurance and benefits product development and enhancement, provider / network / vendor relations, contract compliance, and engagement management. Facilitated teams of outside consultants, internal staff, loaned project / risk management / systems and legal staffs.
- Led successful recapture of all third-party Flexible Spending Account administrative business. Mobilized essential resources 3 times faster than project plan. Increased client base from 0 to 1.4K employers with 140K staff.

- Initiated and headed significant expansion into new retirement and benefits outsourcing functions. Personally organized and approved all product-development, marketing, engagement and business practices, provider and vendor relations, client services. Acquired new programs' funds, facilities, equipment, software, and staff.
- Directed consulting, customer service, call center, and back-office staffs of paraprofessionals and professionals, certified in health and life insurance vertical-market operations. Generated \$1M yearly admin revenue and \$12M in reimbursable client expenses, locking \$70M in annual core health / life product premium. Attained unprecedented continuous 100% claims processing timeliness and 98% accuracy, throughout all 14 years.

Vice President, Human Resources and Office Administration. Treco, Inc. (later Sunstates Corporation), Jacksonville, FL. 1984-1986. Diversified international design / build and property-management Real Estate Investment Trust with worldwide offices, raw land and developed commercial, residential, and resort holdings throughout the continental US, the Caribbean islands, and western Europe. Corporate executive who:

- Served as the overall global head of both Human Resources (HR) and Office Administration. Held full professional authority for all HR, compensation and benefits, group insurance, payroll, supply, facilities, security, mail, risk management, and information technology staffs—strongly promoting minority, disabled, and veterans' hiring.
- Consolidated and revitalized multiple diverse organizational cultures and processes into one cohesive, focused, productive, efficient, and respected unit. Guided the company successfully through the administrative aspects of a hostile, leveraged buyout involving initial acquisition and ultimate disposition of subsidiaries, staff, and facilities.

Multiple Federal-Government Positions. (HUD, Interior, Treasury, and Navy): Jacksonville, FL, Washington DC, and Norfolk, VA. Involved in professional, managerial, director-level and senior-advisory duties in HR, administration, logistics, facilities, payroll, management information systems (MIS), training, financial management, regulatory compliance, and congressional / state and local government liaison, exceeding thirty years of service.

- **State Director of Administration and Human Resources.** Full administrative, HR / HRIS, logistics, facilities, payroll, MIS, financial, EEO, and labor-contract responsibilities over the operations of 7 Florida offices.
- **State Director of Labor Law Compliance.** Labor-compliance SME. Florida-wide subpoena / enforcement authority over multiple labor laws / executive orders covering Federally subsidized construction and public housing.
- **Senior EEO Compliance Officer.** Statewide minority / special-needs hiring; front-lines Civil Rights enforcement.
- **Senior Personnel Specialist.** Recruitment / classification, policies and procedures, on-site field-office reviews.
- **Supply Corps Officer, USN.** Regular Commission. High-level nuclear weapons and cryptographic security clearances. Considerable work in financial systems, MIS, logistics, food service, retail sales, disbursing, payroll.

EDUCATION:

- **Master of Science, Business Administration**, (Personnel Management / Labor Relations), George Washington University, Washington, DC. Top quintile of class.
- **Bachelor of Arts**, Holy Cross College, Worcester, Mass. Full Scholarship.
- **Continuing Education:** Business Administration, Human Resources, Technology, and Finance courses totaling over 3,000 contact hours of advanced formal academic and ongoing online education.

CERTIFICATIONS / CREDENTIALS:

- Certified as Flexible Compensation Instructor (compensation, benefits, retirement-plans master practitioner).
- Awarded dual Federal compliance credentials in EEO / Affirmative Action, and Labor / Employee Relations.
- Trained and experienced as Federal principal management negotiator, and assessment-center administrator.

VOLUNTEER PROFESSIONAL / COMMUNITY SERVICE:

- Past President and Member of the Year, North Florida Chapter International Association for Human Resource Information Management (IHRIM). Ongoing member or officer in multiple professional organizations.
- U.S. Presidential Appointee, original White House Committee for Employment of the Handicapped, under both Democrat and Republican administrations. Permanently disabled, with ongoing, proven history of education, access, and employment support for the mobility-impaired or PTSD-afflicted disabled citizens and veterans.
- National Council member, local council International and High Adventure Chairman, Advisory and Executive Boards member--Boy Scouts of America (BSA). Four decades of adult leadership, from Unit through International levels, including both National and World Jamborees. Commissioners Science Master's Degree recipient. Awards: Woodbadge, International Scouter, Silver Fox, Silver Beaver, Heritage Society, and Silver James West Fellow.
- Over 10,000 lifetime hours of volunteer community-service outreach in religious and youth activities; and, cancer support, veterans-placement, human dignity, justice / peace, PTSD, historic-preservation, wildlife-rescue causes.