

Chris Erickson

PROFILE

A thorough and detailed professional with a history of promotion for hard work, exceptional performance, accomplishment through strategic and creative problem solving, and demonstrated leadership. Logical and objective in decision making with great instincts for reading and adapting to complex situations. Recognized by employees and supervisor for skill in conflict resolution. Adept at building sustainable business relationships across diverse partner groups, including under-served populations. Accustomed to working on multiple detailed projects at once with a high level of confidentiality.

DEMONSTRATED SKILLS & KNOWLEDGE

- Washington State & Federal Lobbying
- Washington Legislative Rules & Processes
- Public Finance & Activity Based Budgeting
- HR & Staff Development Management
- UW HR Systems including Workday
- Research, Data Collection, & Policy Analysis
- Program Design & Evaluation
- Performance Mgmt; Lean & Balanced Scorecard
- Six Sigma Green Belt (Point B Consulting)
- Customer Service Trainer

EXPERIENCE

- Executive Level Support (20 years)
- Professional & Strategic Communications (18 years)
- Policy Analysis & Interpretation (17 years)
- Project Management (17 years)
- Personnel Management / Supervision (16 years)
- Advanced Knowledge of UW Systems and Structures (10 years)
- Direct HR experience including employee and labor relations (10 years)
- Training Facilitation – teaching (2 years)

PROFESSIONAL EXPERIENCE

University of Washington, Seattle, WA

School of Medicine, Urology

Associate Director for HR, Faculty Affairs & Administration HR & Faculty Affairs Manager

January 2020 - Present

March 2018 – December 2019

- Responsible for direction of a well-trained, efficient and customer service-oriented team dedicated to HR & Faculty Affairs, Education Programs, Communications and Strategic Initiatives.
- Provide advice and strategic counsel to the Chair, Vice Chair of Finance & Administration (VCFA) and senior administrative and faculty leadership around department staff and academic human resources.
- Build and maintain positive relationships with UW HR, HRC, Compensation, and ISC partners to achieve fast turnaround of hiring, position review, pay increases, FMLA/Leave and other personnel procedures.
- Act as department liaison with Academic HR on all faculty matters for the department including Visa considerations with ISO.
- Actively engaged in department wide cultural transformation and change management efforts.

Service

SOM Greenbelt Cohort - Graduate (2018)

UW Workday Reporting Adoptions Project (RAP) Time Tracking & Absence/Leave Team - Member (2020)

SOM Workday RAP team - Member (2020)

UW Data Analyst Workday Security Role Design/Development Team - Member (2020)

SOM Offer Letter Generator Focus Group - Participant (2022)

SOM Yellowbelt Cohort - Project Mentor (2022) SOM Mentorship Program - Mentor (2020 - current)

SOM Title IX Committee - Member (2022)

UW Community of Practice (CoP) - Mentor (2022 - Current)

SOM Administrative Innovations Team (2022 - Current)

CUMG Onboarding Focus Group (2023)

Records & Recruitment Specialist, Transportation Services
Assistant to the Deputy Director, Transportation Services

February 2015 – February 2018
August 2014 – February 2015

- Member of executive leadership and management teams.
- Manage and oversee all employee relations processes for 200+ professional, classified, and student employees; including fulfillment with Facilities Services (FS) and UW Campus HR.
- Lead professional development and compliance; including but not limited to records retention, FMLA and disability leave administration, corrective action, employee evaluations, time card and payroll auditing, safety training, and adherence to state, federal and UW (WAC, RCW, APS and CFR) guidelines.
- Direct department wide initiatives for Balanced Scorecard and Lean efforts; including measure and metric development, lean board and dashboard creation and use, and idea and huddle coaching.
- Develop and implement process improvement strategies:
 - Saved department \$100k annually in perpetuity from one Lean idea in 2016.
 - Transformed department safety training, moving the unit from less than 50% to 100% compliance.
 - Created recruitment and hiring systems championed by FS HR as the model for best practice.
 - Nominated as FS employee of the year, 2017.

Project Appointment, Office of UW Labor Relations

May 2014 – July 2014

- Authored a report, “Evolution of Civil Service Agreements at the University of Washington: A history of relevant changes to Collective Bargaining Agreements between the University of Washington Board of Regents and the Washington Federation of State Employees (1993 – Present)”, to inform UW Labor Relations in 2015 - 2017 bargaining negotiations.
- Analyzed, interpreted, and applied complex rules and regulations regarding employment relations with the WFSE and SEIU 925 contracts.

Vice-President, Graduate and Professional Student Senate (GPSS)

June 2013 – June 2014

- Served as Legislative Director and Chief Lobbyist for the 14,000+ graduate and professional students of the University of Washington as the elected Vice President (external facing elected officer) of the GPSS.
- Performed detailed research and policy analysis on state-level and national higher education issues, including a state administrated student loan program, social impact bonds, increasing employment and earning outcomes for young workers, scientific research funding and re-framing student visa advocacy.
- Effectively managed change as an outsider, new to the organization, elevating the position of graduate students as shown in bill passage of three priority legislative agenda items in 2014:
 - Restricting Fee-Based Programs (transition of programs from state funded to self-supporting).
 - The Real Hope Act (Washington State Dream Act).
 - In State Tuition for Veterans (removing the one year waiting period for in state tuition).

King County Executive’s Office, Seattle, WA

Graduate Intern – Performance Strategy and Budget Office

June 2013 – October 2013

- Created an assessment tool, designed metrics and evaluated customer satisfaction measurements for eight county departments under the direction of the Executive, culminating in specific recommendations for increasing customer satisfaction measurement efforts and a maturity model to track progress.
- Independently sought out opportunities to enhance customer experience management:
 - The history of 311 (emergency services) efforts of King County and the City of Seattle.
 - An update of a county wide customer satisfaction survey card.
 - An e-governance (customer engagement) website for the strategic plan update

Windermere Mortgage Services Series LLC, Seattle, WA

Corporate Assistant

August 2011 – October 2012

- Reported directly to President/CEO, Chief Operating Officer, and Executive Vice President of Production as corporate office manager, serving as Director of Human Resources for all benefits, payroll, and employee transitions for 80+ employees across 40 branches in two states.
- Influenced management decisions on process improvement plans that led to the streamlining of business operations and benefits administration, particularly payroll, insurance, and FMLA enrollment, processing, documentation, and simplification of a highly technical activity based budgeting accounting system.
- Prepared monthly and quarterly financial statements and snapshots for owners, including capitalization and dividend disbursements.

Partnership Walla Walla, Walla Walla, WA

Project Consultant

June 2011 – July 2011

- Drafted a proposal between Washington State University and Partnership Walla Walla outlining the template for re-opening of a Small Business Development Center (SBDC).
- Sought out and connected business leaders to the Washington State SBDC office in Spokane, WA.
- Laid the groundwork for the SBDC to successfully re-open in January 2012, which has continuously operated under the new model to date.

Alpha Y Omega Colegio y Iglesia, Patzún, Chimaltenango, Guatemala C.A.

Community Development and Outreach Coordinator

June 2010 – May 2011

- Worked in a Spanish-speaking immersion environment, attaining an advanced proficiency level in the Spanish language including hiring, managing, and paying a work crew of non-English speakers.
- Completed construction of a Water Purification Center and Internet Café.
- Performed outreach to a remote jungle village without clean water, electricity, or medicine which included making and delivering ten filters, taking their daily clean water supply from 0 – 100 gallons.

Tourism Walla Walla, Walla Walla, WA

Director of Visitor Services

January 2008 – December 2009

Tourism Services Manager

January 2007 – December 2007

Administrative Assistant

May 2005 – December 2006

- Managed all efforts (research, stakeholder development, contract negotiation, partnership agreement and program set up and implementation) for a Washington State wide customer service training program, SuperHost®.
- Built initial office operations protocol for a start-up including the accounting system, and facilitation of partner development on local, state, national, and international levels.
- Developed and managed the visitor information center, and VIP rewards and customer loyalty programs as part of a team that saw annual tourism expenditures grow from \$60M to \$86M.
- Managed RFP process for PR and Marketing, managed press relationships, created and led familiarization tours and itineraries for press, and oversaw valley wide matching fund grant program.

Washington State Senate, Olympia, WA / Cheney, WA

Legislative Assistant

February 2004 – January 2005

Session Aide

January 2004 – February 2004

Legislative Intern

January 2003 – April 2003

- Lead policy analyst and advisor to the Majority Party Floor Leader of the Washington State Senate.
- Gained direct expertise and in depth knowledge of state legislative processes and budget cycles; including direct support to the majority caucus leadership team for the strategy and implementation the 2003-2005 Senate budget, and 2004 supplemental budget.
- Oversaw all public communications and provided support to constituents. Built relationships with state, local, and national business entities and officials.
- Advised and consulted the Senator on numerous controversial bills, and developed strategy and platforms for votes.

EDUCATION

University of Washington – Seattle, WA

Daniel J. Evans School of Public Policy and Governance

Master of Public Administration, 2014

Certificate in Non-Profit Management, 2014

UW Professional and Organizational Development (POD)

Certificate in Human Resources Administration, 2016

UW Office of Research, Collaborative for Research Education (CORE),

Certificate in Research Administration, 2020

Eastern Washington University- Cheney, WA

Department of Government, Bachelors of Arts, Pre-Law, 2004