

**COUNCIL OF THE
VILLAGE OF HIGHLAND HILLS**

RESOLUTION NO. 2026-24

For the May 13, 2026
Council Meeting

Introduced by: Mayor Michael L. Booker
Supported by:

**A RESOLUTION PROVIDING FOR THE APPOINTMENT OF LEKEICIA COLLINS
AS DIRECTOR OF THE DEPARTMENT OF HUMAN RESOURCE, AND DECLARING
AN EMERGENCY.**

WHEREAS: The position of Director of the Department of Human Resource is an appointive position and serves at the pleasure of the Mayor; and

WHEREAS: The Mayor has appointed Lekeicia Collins as Director of the Department of Human Resource; and

WHEREAS: Council confirms the various appointments made by the Mayor; and

WHEREAS: Council desires to confirm this appointment; and

WHEREAS: It is necessary to keep an accurate record of these various appointments as to individuals appointed and their term of office.

**NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE VILLAGE OF
HIGHLAND HILLS, OHIO:**

Section 1: That Council hereby confirms the appointment of Lekeicia Collins as Director of the Department of Human Resource for the Village of Highland Hills. This appointment shall be effective as of May 1, 2026 and shall be for the remaining term of the Mayor's office or until a replacement is appointed and confirmed by this Council whichever is later.

Section 2: That the annual salary of said appointed official shall be as set forth in the Village Salary and Complement as determined by the Mayor.

Section 3: That this Resolution shall supersede all previously adopted legislation in direct conflict herewith.

Section 4: Council finds and determines that all formal actions of this Council concerning and relating to the passage of this Resolution were adopted in an orderly meeting of this Council, and that all deliberations of this Council and of any of its committees that resulted in such formal action were conducted in meetings open to the public and in compliance with all legal requirements, including Section 121.22 of the Ohio Revised Code.

Section 5: That this Resolution is hereby declared to be an emergency measure immediately necessary for the preservation of the public peace, health, safety and welfare of the Village, and for the further reason that it is immediately necessary to provide for the aforementioned appointment and ensure the effective operation of the Department of Human Resource/Clerk of Mayor's Court.

Passed in Council this 13th day of May, 2026.

First Reading: ✓ Second Reading: _____ Third Reading: _____

Vote: Pride ✓ yea ___ nay ___ Greene ✓ yea ___ nay ___ Mills ✓ yea ___ nay ___

McManus ✓ yea ___ nay ___ Wright ✓ yea ___ nay ___

Cassandra Pride
Cassandra Pride
President of Council

5/13/26
Date

Attest: Margaret Sikon
Margaret Sikon, Clerk of Council

5/13/26
Date

Filed with the Mayor: ✓

5/14/26
Date

Approved By: M. L. Booker
Michael L. Booker, Mayor

5/14/26
Date



LEKEICIA R. COLLINS

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14504 Glendale Avenue, Cleveland, OH 44128

OBJECTIVE

Human resources-focused operations professional with 10+ years in federal government environments, driving operational excellence, compliance, and process improvement in highly regulated settings. Leverage extensive U.S. Department of Treasury/IRS experience supporting 60+ employees through onboarding, training, policy guidance, case handling, and audit readiness. Proven success interpreting and applying federal policies, maintaining confidential employee and case records, and partnering with leadership to ensure compliance and service quality. Advanced user of Microsoft 365 (Excel, Word, Outlook) with a strong track record in documentation, HR data analysis, and translating complex regulations into clear, scalable people processes. Seeking to bring this government HR operations background to HR Assistant, HR Coordinator, or HR Operations roles.

RELEVANT SKILLS [Human Resource & People Operations Skills]

- Employee Onboarding & Training Development - Policy Administration & Compliance
- Employee Records & Data Management - Labor Law & Regulatory Compliance
- Benefits & Leave Administration Support - Confidential Information Handling
- Recruitment Support & Interview Coordination - Performance Tracking & Reporting
- Employee Relations & Issue Resolution - HRIS & Database Management
- Advanced Microsoft Office Suite – M365 software products including Outlook, Word, Excel

PROFESSIONAL EXPERIENCE

CUSTOMER OPERATIONS LEAD (Remote)

U.S. Department of Treasury – Internal Revenue Service | Oct 2024 – Present

- Manage full employee lifecycle support for 60+ remote team members, including onboarding documentation, training coordination, leave administration, and performance tracking
- Own HR compliance and quality assurance standards, increasing audit readiness and policy adherence by 15% through targeted reviews and corrective action plans
- Administer leave requests and time-off approvals, ensuring adequate team coverage and compliance with federal employment regulations
- Serve as primary point of contact for employee relations inquiries, resolving 95% of policy, benefits, and procedural questions without escalation
- Design and deliver structured onboarding and upskilling programs, improving new hire time-to-productivity by 25% and ensuring consistent policy knowledge
- Maintain confidential employee records and case files in full compliance with federal privacy and data protection regulations (Privacy Act, FOIA)
- Act as interim operations manager, coordinating workload assignments, monitoring team capacity, resolving employee concerns, and reporting HR metrics to leadership
- Partner cross-functionally with senior leadership to implement policy updates and ensure rapid adoption across distributed teams

OPERATIONS & COMPLIANCE SPECIALIST

U.S. Department of Treasury – Internal Revenue Service | Mar 2024 – Oct 2024

- Conducted employment verification audits and compliance reviews to ensure adherence to federal employment regulations and organizational policies
 - Evaluated HR workflows and documentation standards, identifying gaps and recommending process improvements that reduced procedural errors by 30%
 - Provided policy interpretation and guidance to employees and managers, improving compliance understanding and reducing repeat policy inquiries
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- Supported audit preparation through documentation reviews, employee file audits, and issue remediation in alignment with federal standards

OPERATIONS ANALYST (Compliance & Employee Data Focus)

U.S. Department of Treasury – Internal Revenue Service | Jun 2022 – Dec 2023

- Analyzed large volumes of employee-related data to identify discrepancies, trends, and compliance risks across organizational processes
- Supported HR audit preparation through comprehensive documentation reviews, employee record verification, and compliance issue remediation
- Provided technical guidance and operational insights to frontline managers and teams to improve accuracy, consistency, and regulatory adherence
- Developed data tracking systems and performance reports to monitor employee productivity, case resolution times, and quality metrics

SERVICE OPERATIONS SPECIALIST / SME

U.S. Department of Treasury – Internal Revenue Service | Oct 2018 – Jun 2022

- Designed and delivered comprehensive onboarding and training programs for 60+ new hires, reducing time-to-productivity by 25% and improving first-year retention
- Created internal knowledge base and employee resource materials for policy updates, procedural changes, and regulatory compliance requirements
- Served as Subject Matter Expert for employee escalations, workplace investigations, and policy interpretation, providing guidance to management
- Mentored and coached new employees through structured development program, strengthening operational performance and quality outcomes
- Managed confidential employee cases and sensitive workplace issues, ensuring appropriate documentation and resolution in compliance with federal guidelines

SERVICE DESK OPERATIONS MANAGER

Pomeroy IT | Jun 2015 – Sep 2017

- Led team of 40+ service professionals, overseeing hiring, onboarding, training, performance management, and employee development initiatives
- Developed comprehensive employee training curriculum and conducted skills assessments to identify individual development needs and career growth opportunities
- Partnered with senior leadership to align employee performance metrics with organizational objectives, improving service delivery and client satisfaction
- Improved employee retention and engagement by 20% through process improvements, regular feedback sessions, and recognition programs
- Coordinated interview scheduling, candidate assessments, and recruitment support for technical positions across multiple client sites

TECHNICAL SKILLS & SYSTEMS

HR Systems & Tools: HRIS Platforms | Employee Database Management | Applicant Tracking Systems (ATS) | Performance Management Systems

Software Proficiency: Microsoft Office 365 | Documentation & Knowledge Management Systems | Virtual Collaboration Tools (Teams, Zoom, SharePoint)

Specialized Knowledge: Federal Employment Regulations | Privacy Act Compliance | FOIA | Record Retention Standards | Audit Readiness | Employee Relations Investigations

EDUCATION

Bachelor of Science – General Studies

University of Maryland