

# JANICE CLUSSERATH

SeaPort HR Consulting – People Services

[Janice@SeaPortHRConsulting.com](mailto:Janice@SeaPortHRConsulting.com) ~ [linkedin.com/in/janiceclusserathseaporthr](https://www.linkedin.com/in/janiceclusserathseaporthr)

(206) 399-0263 ~ [www.seaporthrconsulting.com](http://www.seaporthrconsulting.com)

## ACCOMPLISHMENTS – 30+ YRS HUMAN RESOURCES / TALENT MANAGEMENT

### **Chief People Officer | Global Talent & People Strategist | HR Consulting**

*A results-driven, People-first executive with proven record of building high-performing, scalable organizations. Brings decades of Exec-level influence, cross-functional leadership, and measurable business impact. Championed AI adoption within People teams, including AI-assisted talent workflows, HR analytics, leadership development, and change mgt. strategy for workforce transformation. **Now - selectively available for Board, Advisory, or PT/Fractional CPO, and People/HR Consulting Services where deep expertise can deliver hands-on immediate value.***

#### **Global People Leadership**

Served as Chief People Officer and senior HR executive across diverse industries and global markets, overseeing all facets of the Employee Lifecycle - from talent strategy and organizational design to day-to-day operations. Extensive international travel and cross-cultural leadership across complex, matrixed organizations.

#### **Employee Relations**

Trusted advisor with hands-on experience leading complex ER matters with expertise in investigation, documentation, and testimony. Directly managed 500+ matters including litigations, ensuring risk mitigation and organizational integrity at every level. Successfully reduced claim costs. Extensive partnership with internal/external legal teams.

#### **Leadership / Organizational Development and Executive Coaching**

Designed/delivered enterprise programs that elevated managers into leaders and leaders into executives, including Exec 360 and 1:1 mentorship coaching. Brought conviction and intentionality to every coaching conversation, succession plan, & development framework across leadership, compliance, harassment prevention, safety, employee experience, & functional training, equipping leaders with the strategic mindset & actionable skills to drive org performance.

#### **Strategic Talent Acquisition & Retention**

25+ years architecting talent strategies that attract, develop, and retain world-class professionals at every level. Expert at aligning workforce planning with long-term business objectives, leveraging modern sourcing platforms and social media technologies. Filled thousands of roles, from individual contributors to C-suite executives, dramatically reducing dependence on expensive external agencies.

#### **Total Rewards, Compensation & Benefits Architecture**

Designed and administered comprehensive Total Rewards frameworks for global workforces, including oversight of a \$1BL PS/401(k) welfare trust, \$20ML health plan, and \$100+ML payroll budget - all managed at or below market benchmarks. Full portfolio includes Health & Welfare, Workers' Comp., LTD/STD/Life, Equity (RSA/ESPP/ESOP/Stock Options), EAP, Sabbaticals, SERP, EDCP, FSA/DCA, and multi-country social benefit programs. **Pioneer of a "Referenced Based Pricing" Benefits Model that delivered \$30+ML savings over 5 yrs. - a 45% cost reduction.**

#### **Organizational Transformation & Operational Excellence**

*Led enterprise-wide initiatives that drove efficiency, cultural alignment, and sustained productivity gains:*

- Designed a **People Services Model** enabling huge Cost Savings, Operational Excellence and Scalable Org.
- Launched Total Rewards programs through rigorous RFP, analysis, and vendor negotiations.
- Restructured an HR organization into a **People-First, HR Business Partnership & Servant Leadership model**.
- Delivered **successful M&A/IPO events**: comprehensive HR due diligence & seamless workforce integration.
- Enabled enterprise-level **restructured programs, workforce strategies (e.g., career path, talent continuity, reskilling), and org transformations** that realigned capabilities to business strategy, yielding significant and sustained productivity improvements.
- Change management design and implementation, to include **AI People Team Transformation** (e.g., ChatGPT, Knowledge Mgt., CoPilot AI Agent for Open Enrollment (MSFT's 1<sup>st</sup> pilot use case), Recruiting AI tools (LinkedIn, Jobvite), Claude).

#### **Financial Stewardship**

Consistently delivered HR/People team operating budgets at or below target for 25+ years. Negotiated benefit renewals averaging a 25% cost "decrease" (45% in last 5 yrs), outperforming the market by a wide margin. Successfully resolved high-exposure claims and litigation at minimal cost to the organization.

#### **Legal & Regulatory Expertise**

Deep working knowledge of domestic and international employment law, benefits regulation, and corporate governance frameworks including ERISA, IRC, SEC, HIPAA, SOX, DOL, and global employment statutes. Ensured enterprise-wide legal compliance reducing risk, across all people programs, contracts, and administrative processes.

## PROFESSIONAL EXPERIENCE

### **SEAPORT HR CONSULTING, LLC**

**2026 (open to: Consulting)**

*HR/People Consulting Services specialized in full spectrum HR - Talent Strategy, HR Operational Excellence, Leadership Development, Talent Acquisition/Recruiting, Talent Management, HR Business Partnership, Total Rewards, Talent Intelligence & Analytics, AI Readiness Assessment and People Team Transformation Strategy.*

**Expertise: Employee Relations & Investigations, Leadership/Executive Development, Mergers & Acquisitions, Talent Acquisition, AI & Team Transformations, Change Mgt., and People Strategy.**

*Current Role - People/HR Consulting Services: **Chief People Officer / People Consultant***

*Sectors – Technology (SWR/HWR, Network Security, Electronics, SaaS/Cloud), Data Centers, Manufacturing, Insurance, Government/Federal, Engineering, Legal, Telecom, Retail, Financial/Banking*

*Entities – Public, Private, M&A/IPO, Start-up to Large Enterprise*

### **MCKINSTRY, CO LLC – 3,000+ staff/union (Private)**

**2017- Retired June 2026**

*A \$1+ BL company with a diverse and passionate group of innovators and problem-solvers that design, build, optimize and maintain high-performing facilities and energy assets.*

*People Team: Human Resources, Corp. Communications, Exec. Services: **EVP, Chief People Officer**  
**SVP, Human Resources***

### **FIRST FINANCIAL NORTHWEST, INC. (NASDAQ: FFW), \$1 BL**

**2013-2017**

*\$1 BL financial lending and banking institution.*

*HR/Benefits/Payroll/Compensation/Talent Acquisition: **VP, Human Resources***

### **SEAPORT HR CONSULTING & RECRUITING (Private)**

**2004-2013**

*HR consulting services specialized in full spectrum Human Resources, Talent Management and People Strategy.*

*Talent Strategy, HR, Employee Relations, HR Bus. Partnership, Talent Acquisition: **VP, Human Resources***

### **WATCHGUARD TECHNOLOGIES, INC. (NASDAQ: WGRD) – 400+ employees, \$80 M Revenue**

**1999-2004**

*Network Security (HDW/SWR) – Grew from start-up phase (50 EE's) through IPO (350 EE's), to public SEC environment.*

*HR, Benefits, Recruiting, Exec Services, Training, Payroll, Office Mgt.: **VP, Human Resources** 2001-2004  
**Director, HR and Benefits** 1999-2001*

### **NORDSTROM, INC. (NYSE: JWN) – 200,000+ employees, \$6.5 B Revenue**

**1987-1999**

*International Retail Clothier – Human Resources, Benefits, Risk Management, Claims Administration, Accounting*

## EDUCATION / PROFESSIONAL DEVELOPMENT

**Education:** Bachelor of Business Administration (Finance/HR/Risk Mgt.); Gonzaga University

**Professional Development:** Leadership Development, Talent, People, Employment Law, Global Benefits, Workforce Planning, Compliance/Regulatory, Financial Mgt., Employee Relations/Investigations

**Technologies:** HRIS/ERPs (Workday, ADP, Oracle, Jobvite, UKG, VP), MSFT Office Suite, AI Tools (ChatGPT, Copilot, Claude, Gemini), Knowledge Mgt. AI Agents; Tech Savvy

## AFFILIATIONS

### **Board Services/Committees:**

McKinstry Committees - Governance, Executive HR, 401(k) Investment, Labor, and COVID

Ext. Board Member - Workforce Development Council of Seattle-King County (current)

First Financial Northwest, Inc. - 401k Trustee and ESOP Chairperson

Chamber of Commerce – Human Resources Consultant/Advisor

FFNW Employee Stock Ownership Plan – Administrative Committee Chairman

Nordstrom/NFCU – NFCU Board Secretary, Supervisory, and Chairman of Appeals Committee

Corporate Customer Service Board: Advisor, Chairman, Member

Nordstrom Corp. Retirement Plan Loan [\$1 BL Profit Sharing & 401(k) Plans]: Trustee

**Memberships:** Society for Human Resource Mgt. (SHRM), NAACP, Intl. Foundation of Employee Benefits, Career Women Forums, Profit Sharing Council, AON/Radford Compensation and Consulting, LinkedIn, Workhuman