





**AMY D. BURDICK, SHRM-SCP**

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**HIGHLIGHTS OF QUALIFICATIONS**

- SHRM – SCP Certified
- 12 years supervisory experience
- 18 years as a Human Resources professional
- 18 years advising managers on employee and labor relations issues
- 18 years of experience in policy development and implementation

**EMPLOYMENT HISTORY**

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**M&T Bank Corporation (July 2015 – Present)**

**Senior Employee Relations Specialist, Vice President, Greater Baltimore Market**

- Identify and analyze employee relations matters and recommend appropriate employment action
- Coach and counsel managers on performance management including performance improvement plans
- Administer corrective action (disciplinary) process
- Exercise authority to decide when termination of employment is appropriate and oversee termination process
- Receive complaints, conduct investigations and resolve problems
- Counsel employees on conduct issues including disputes with co-workers, supervisors, subordinates or management, illness or disability and performance problems
- Facilitate dispute resolution
- Participate in senior level HR projects and Greater Baltimore Leadership Team activities
- Conduct presentations to managers on employee relations topics
- Develop and update policies and procedures

**Anne Arundel County Government (September 2000 – July 2015)**

**Chief of Staff, Anne Arundel County Fire Department (December 2014 – July 2015)**

- Develop and lead strategic initiatives for the Fire Department including workforce diversity, cultural awareness and operational efficiencies
- Advise on labor contract interpretation and implementation
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- Direct HR functions for the Department which employees over 900 individuals and oversees nearly 700 volunteers
- Coordinate Department wide goals, resolve problems and mediate disputes
- Act as a point of contact between top management and employees or other stakeholders
- Supervise HR manager and support staff

**Acting Personnel Officer – Office of Personnel (October 2013 – March 2014) & (October 2014 – December 2014)**

- Lead the operations of the Office of Personnel consisting of 39 employees including eight direct reports and six divisions - Labor Relations, Recruitment, Pension, Benefits, Payroll, and Records
- Direct HR functions for the County which employees over 4800 individuals in agencies including Police, Fire, Detention, Public Works, Planning and Zoning, Inspections and Permits
- Develop staff through empowerment, delegation and skills development
- Responsible for budget development, testifying before County Council, advancing the Administration's initiatives

**Assistant Personnel Officer – Employee & Labor Relations – Anne Arundel County (August 2011- December 2014)**

- Ensure Countywide compliance with union contracts, County Code and Charter, Employee Relations Manual as well as other State and Federal laws as they pertain to employment issues including FLSA, FLMA, ADA, USERRA
- Direct and supervise the Labor and Employee Relations and HR Records divisions with 11 staff members
- Develop and implement personnel policies and procedures
- Direct Collective Bargaining activities for 13 labor unions representing over 3,000 employees
- Chief Negotiator for collective bargaining with employee organizations covering five unions and representing 1200 employees; Co-Negotiator for public safety employee contract negotiations covering eight unions representing 1800 employees; direct preparation and presentation for Impasse and Binding Arbitration
- Maintain productive labor-management relationships through quarterly partnership meetings, approachability and accessibility
- Draft legislation, attend work sessions with County Council and provide testimony at Council meetings
- Write Request for Proposals (RFP) and Sole Source Requests for professional services
- Directed the activities of the Employment Services Division to include compliance with EEO and other labor law requirements; classification and compensation reviews; employee development activities (2012-2013)

**Senior Manager - Employee & Labor Relations– Office of Personnel (November 2007 – August 2011)**

- Train agencies, managers and employees on union contract language including interpretation and application of specific provisions
- Manage the Classification and Compensation unit
- Investigate allegations of discrimination, harassment and workplace violence; assist other agencies in conducting investigation
- Coordinate and plan collective bargaining; conduct research, develop strategies and work with consultants to prepare for binding arbitration and fact finding
- Supervise professional and support staff
- Prepare budget for the ELR Division
- Oversee grievance hearing process providing guidance to hearing officer; review and edit decisions; assist in the preparation of appeals to Personnel Board
- Ensure Countywide compliance with labor laws, regulations and policies
- Provide guidance to managers on discipline, performance evaluations, leave management and other employee issues
- Provide guidance to recruitment division on labor laws, equal employment and promotional processes

**Senior Analyst – Employee & Labor Relations – Office of Personnel (September 2000 – November 2007)**

- Hearing Officer for all employment related grievances at the County level; conduct hearings; render written decisions; assist in the preparation of appeals to Personnel Board
- Union Negotiations/Management team member (10 unions): conduct research, develop strategies; compose contract language; participate in negotiation sessions; prepare for binding arbitration
- Fitness for Duty Administrator managing fitness for duty, FMLA, ADA and Workers Compensation cases
- Researched classification and compensation issues; conducted desk audits; compiled data from surrounding jurisdictions

**Anne Arundel County Government (1989 – 1992)**

**Recycling Projects Manager - Anne Arundel County (1989-1992)**

- Authored and managed multiple service contracts and sale of recyclable materials
- Planned, prepared and managed annual budget exceeding \$2 million
- Oversaw and assisted in the writing of Anne Arundel County's Recycling Plan
- Oversaw recyclables processing facilities employing work-release inmates and developmentally disabled workers
- Spoke on a regular basis at professional conferences and community, business and government meetings

### **Public Information Officer - Anne Arundel County (1988-1989)**

- Formulated a public relations/information program for the Department of Public Works
- Coordinated media relations and acted as spokesperson for the Department
- Designed, wrote and edited monthly employee newsletter and departmental brochures
- Served on several special boards and committees

### **Legislative Related Employment**

#### **Assistant Legislative Liaison - Maryland Department of Budget and Fiscal Planning (1987-1988)**

- Supervised bill management system through which budget analysts track legislation
- Reviewed legislation for budgetary impact

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#### **Case Manager - The Honorable George W. Gekas, U.S. House of Representatives (1983-1987)**

- Coordinated constituent services in district offices: acted as a liaison between the constituency and the Federal government, resolved individual and corporate grievances, researched laws and regulations and prepared proposals for legislative action
- Managed the operations of the Harrisburg district office
- Represented the Congressman in the home district and staffed a monthly mobile office

### **PROFESSIONAL ACCOMPLISHMENTS**

- \* Council Compensation Commission – City of Annapolis
- \* National Fire Service Staff and Command Course – Maryland Fire and Rescue Institute
- \* Excellence Award – Anne Arundel County Office of Personnel
- \* County Executive's Mid-Level Management Award - Anne Arundel County
- \* Perfect Attendance Award - Anne Arundel County Department of Public Works
- \* Manager of the Year - Anne Arundel County Department of Public Works
- \* President of the Maryland Recyclers Coalition 1991-1992 - Emceed Annual MD Recycling Conference

### **VOLUNTEER ACTIVITIES**

Anne Arundel Medical Center Auxiliary  
Hospice of the Chesapeake

### **CERTIFICATION**

SHRM-SCP Certified

### **EDUCATION**

Gettysburg College, Gettysburg, PA - B.A., Political Science

