



## Terry Hearn

**An experienced HR leader who helps businesses through change and driving performance.**

Senior HR Executive with over 20 years of progressive leadership experience in global, matrix organizations. Recognized for delivering exceptional employee experiences aligned with organizational strategy. Proven expertise in total rewards, organizational transformation, and talent management. Known for building high-performing teams and driving cultural change in complex, multi-site environments.

### SELECTED ACHIEVEMENTS

- Created and implemented CEO succession plan for a large non-profit housing organization
- Provided interim HR and labour relations support for a non-profit Toronto organization
- Led organizational redesign for 10,000-person operation across digital and operations teams, completing implementation within 3 months while maintaining business continuity
- Reduced call center turnover from 35% to 20% over three years through strategic HR initiatives and enhanced employee engagement programs
- Successfully managed national COVID readiness for 12 locations through multiple closure/reopening cycles, ensuring regulatory compliance and minimal business disruption
- Created and managed talent strategy, succession planning, and competency develop for numerous organizations, achieving 75% succession coverage for key roles
- Led HR integration for multiple M&A transactions across US, UK, Canada, India, and the Philippines

### CAREER CHRONOLOGY

- **Principal HR Consultant, The Osborne Group** (Sept 2024 – Present, Sept 2022 – June 2023)
- **SVP Human Resources, NFP Canada** (2023 - 2024)
- **Canada Human Resources Leader, Uniqlo** (2020 - 2021)
- **VP Human Resources, HOOPP** (2018 - 2019)
- **Canada Head of Human Resources, AON Canada** (2017 - 2018)
- **Vice President HR, Rogers Communications** (2012 - 2017)

### QUALIFICATIONS

- MBA – Memorial University of Newfoundland, Canada
- BA – Memorial University of Newfoundland, Canada
- Member – Strategic Capabilities Network, Toronto

