

Rocco A. Manzo

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Summary of Qualifications:

Currently in 14th year as an instructor at the Farmer School of Business at Miami University. This was preceded by a career of 18 years in the Human Resource function of Xerox Corporation with 14 of those years at the 'Confidential' management level. Assignments included significant experience across many HR specialist competencies, as well as considerable HR generalist (operations) experience, with positions at the Corporate, Group and Business Unit levels.

Education:

Indiana University	Bloomington, IN
Master of Business Administration	5/89
Miami University	Oxford, OH
Bachelor of Science in Business Administration; Major: Finance; Minor: Italian (2017)	5/86

Academic Experience:

Miami University – Farmer School of Business – Department of Management	2008 - Present
Oxford, OH	
<u>Markley Visiting Professor</u>	2008-2011
<u>Clinical Professor</u>	2011 – 2016
<u>Senior Clinical Lecturer</u>	2016-Present

Teach multiple sections of four undergraduate courses: Introduction to Management & Leadership (MGT 291), Human Resource Management (MGT 303), Compensation Management (MGT 404), and Talent Acquisition & Development (MGT406).

Employ multiple approaches to teaching, with an emphasis on class discussion mixed with lecture, media, and student presentations and projects. Complement textbooks with journal articles and personal experience. Utilize partnerships with alumni and other business professionals to provide guest speakers and clients for student projects.

Evaluate student performance through written short-answer and essay examinations; papers on current HR and OB topics; group research projects and presentations; and class attendance and participation. Maintain integrity of grade distribution, while achieving student course evaluations that have consistently exceeded division/department means.

In summers of 2014, 2016 and 2018, taught the MGT 291 course through a Farmer School study abroad program in Europe (Luxembourg Plus), and in January, 2018, 2019 and 2020 co-taught a study abroad program in Italy (Made in Italy) through the Department of French and Italian. Co-developed an online version of the MGT 291 course. Delivered online a similar course geared toward non-business majors in recent summer and winter academic terms as well.

Serve since 2012 as course coordinator for MGT 291. This involves responsibility for sharing best practices and assisting new instructors, and assessing student performance outcomes for the course. Have served since 2015 as Chief Departmental Advisor (CDA) for the Department of Management. This role involves significant student advising, monitoring admission to the Department's minor, approving transfer credit requests, and participating in divisional Committee of Advisors through 2019.

Received the Richard K. Smucker Teaching Excellence Award for Farmer School Clinical Faculty in 2013-2014, and the Farmer School Faculty Service Excellence Award in 2019-2020.

Professional Experience:

Consultant

June-August, 2010

Developed an implementation plan for introduction of Achievement-Based Compensation (ABC - a.k.a. Activity-Based Compensation) at Xerox Corporation. ABC is a variable pay system built directly into base pay and hinges on the achievement of specific short-term metrics. This compensation plan had been prevalent at Affiliated Computer Services (ACS), a recent Xerox acquisition, and was in early stages of adoption by Xerox.

Xerox Corporation

1989 – 2007

Rochester, NY from 1989-1998; Pittsburgh, PA from 1998-2007

Manager, Compensation Solutions and Delivery

2006–2007

Directly accountable for the design, delivery and management of compensation policies, programs, and procedures across Xerox, ensuring compensation programs enhanced the company's ability to attract and retain employees. Facilitated development of company-wide total rewards strategy, and drove enterprise-wide (global) compensation process productivity and effectiveness. Worked with Director, Compensation in managing global compensation investments, engaging senior human resources business partners and Xerox leadership to ensure investments were market competitive and comprehended in the financial plan.

Responsible for leading and developing a team of four program managers and analysts focused on key compensation programs and processes, including market intelligence, position analysis and evaluation, job and pay structures, compensation planning, and compliance. Managed implementation of the compensation planning process, consisting of the annual salary increase, bonus, and long-term incentive (LTIP) programs.

Facilitated initial stages of transition of bonus and LTIP planning in the US to an online planning system developed with outside partner Success Factors. Began planning for the addition of the annual salary planning process to the system for 2008, and potential implementation in Canada. Took steps toward building a global compensation practice with partners in Canada, Europe and Developing Markets organizations.

Manager, Benefits Strategy

2004-2006

Responsible for driving benefits architecture initiatives with a particular emphasis on benefits communications. Worked with Hewitt Associates and Mercer to program manage the annual US benefits open enrollment process. Developed non-traditional communication vehicles to enhance the benefits understanding of employees and their dependents. Targeted communications to drive participation in health care salary redirection accounts and individual health assessments. Maintained benefits section of internal HR web site. Represented Xerox Benefits in acquisitions, and had limited participation in union negotiations. Pursued cost efficiencies through multi-national pooling of benefits insurance contracts.

Assisted in a 2005 transition of Xerox's US health care plans from a co-payment to coinsurance model, including extensive communications to human resources, line managers and employees. Conducted roundtables across the country to gauge employee understanding of and satisfaction with the new plans, and recommended plan revisions for 2006 based on that feedback.

Working with Corporate Accounting, led the Corporate Human Resource function's compliance with Sarbanes-Oxley section 404 requirements. This included development of process documentation across the HR function, identification of process controls, and testing of key process controls. Ensured that vendor controls were in place on behalf of Xerox through review of SAS70 reports. Ensured compliance with HIPAA Security requirements.

Staffing Solutions Manager / Manager, e-Recruiting and Selection

2001-2003

Responsible for a number of staffing-related projects and programs, the most significant of which was managing our employment brand and market awareness initiatives. Partnered with JWT Specialized Communications to redesign the Xerox external careers web site to increase traffic and enhance applicant flow. Managed the online job posting and resume management system with partner WetFeet.com.

With JWT, negotiated a global contract with Monster.com for job postings and related services, and managed spend with other niche job boards. Managed Xerox's market awareness spend, making decisions on advertising placements in newspapers, magazines and other media, with an emphasis on diversity recruiting as well as sales and technical talent attraction.

Managed Xerox's Welfare to Work program and ensured compliance with administrative requirements to maximize tax credits for the Corporation. Provided guidance and support to national network of Staffing Managers. Developed selection tools and made improvements to the hiring process.

Human Resource & Quality Manager

1998-2000

Generalist HR operations responsibility, including employee relations, sourcing and selection, valuing diversity, people development, and compensation & recognition, for 450+ sales, service and administrative employees, primarily in Western PA and Upstate NY.

Human Resource Program Manager

1996-1998

Responsible for HR program implementation in 11 district locations in the Eastern US region. Coached and counseled HR Managers in district locations.

Manager, Human Resource Consulting

1994-1995

HR operations responsibility for a 3,400-employee Customer Service Operations unit and several headquarters staff functions. Managed three HR Managers located in field Customer Administration Centers. Supported the outsourcing of Information Management employees to Electronic Data Systems (EDS).

Other Human Resource Assignments

1989-1994

Performed a number of US headquarters HR assignments, including managing an HR Administration Center and a Temporary Assistance Center, which staffed up to 1,000 contract clerical employees in the Rochester, NY area.

General Electric Company

1/87 – 12/87

Financial Management Program (FMP) participant; (Syracuse, NY)

Selected Academic Service, 2008-2021:

Miami University Cliff Alexander Office of Fraternity and Sorority Life and Leadership - HR/Career Planning and Leadership presenter for Greek Students; participant in staff search committee

Miami University Admissions Office – regular participant in ‘Make it Miami’ (accepted student) and ‘Bridges’ (diverse applicant) recruiting events

Miami University Summer Reading Program - discussion leader - 2019

Miami University Career Services - featured speaker at ‘Career Fair Strategies for Arts & Science Majors’ event; participant in Mock Interview programs

Miami University – marshal at University and Divisional commencement events

Miami University Farmer School of Business – past member of Portfolio (admissions) Committee and Diversity Committee; Core Integration Committee member, 2017-present; International Studies Committee member, 2017-present

Miami University Farmer School of Business; Department of Management – Chief Departmental Advisor; August, 2015-Present

Miami University – Interdivisional Committee of Advisors; 2017-2019

State of Ohio, TAG Review Panel; Effective Fall of 2016; represent Miami on panel to determine course equivalency across state universities for management/organizational behavior course (MGT 291)

Community Involvement:

Faculty Advisor, Rho Delta Chapter, Chi Psi Fraternity 2011-Present

Faculty Advisor, Miami Chapter, Alpha Delta Phi Fraternity 2006-2013; 2017- Present

Faculty Advisor, Eta Phi Chapter, Sigma Pi Fraternity 2016- Present

Faculty Advisor, Ohio Eta Chapter, Sigma Phi Epsilon Fraternity 2014-2017

Board of Directors, Miami University Alumni Association 2006-2010

Volunteer, Miami University Alumni Admission Recruitment Network (AARN) 1993-2007

Coordinator, Xerox Community Involvement Program – Pittsburgh 1998-2007

Coordinator, Miami University Alumni Association – Pittsburgh Chapter 1999-2006

Adult Learning Tutor, Greater Pittsburgh Literacy Council 2002-2006

Volunteer, Special Olympics, Allegheny County, PA; (including Management Team from 2002-2005 and Treasurer, 2004-2005) 1999-2005

Named to Pittsburgh Magazine’s “40 Under 40” for impact to the community 2003