



To build a high performance team, you need the right leadership, tools, communication, culture, training and systems. Our human resources team can assist you in developing a program that encompasses all of the above. As your strategic partner, we can help you establish a corporate culture employees thrive in and differentiate your company as a premier employer -- improving profits and employee loyalty.



**CAROL HESS, MBA, Manager**

Carol joined Cargas in 2004 and brings nearly two decades of practical experience in the field of human resources. Carol is the innovative force behind Cargas Systems' strategic human resources products and services. As the leader of this group, she continually seeks opportunities to share her knowledge with the team and with the business community. She speaks and writes for national audiences on maximizing team success for business prosperity. Carol holds a Masters Degree in Administrative Management from Saint Joseph's University and a Bachelor of Science Degree in Applied Mathematics/Economics from Ursinus College. Carol also serves on the Board of Brethren Village. *Specialty Areas: executive coaching, strategic HR consultation, workplace excellence programs, creative compensation planning, competency modeling, and employee recruitment and retention programs.*



**MEMIE WHITESIDE, Consultant**

Memie joined Cargas as a Solutions Consultant in 2000 with a strong background in the staffing industry. Memie has over 12 years of combined experience in Human Resources, Payroll, Sales and Consulting. Memie's calm and analytical style contributes to her success in working collaboratively with customers to design and implement technology solutions, with a focus on Microsoft solutions including: Human Resources and Payroll and CRM. Her certifications include: Microsoft Dynamics Human Resources and Payroll Consulting, and Microsoft CRM Installation and Configuration. Memie is a graduate of LaSalle University, with a Bachelor of Science Degree in Organizational Management. *Specialty Areas: process improvement and software design, implementation and end user training for HR & Payroll, Cargas Competency, portal solutions, and customized applications.*



**T.J. TITCOMB, Ph.D., SPHR, Consultant**

T.J. joined Cargas in 2006 to expand the human resources team's capacity to offer formalized training and development programs. T.J. offers more than thirty years of experience in helping organizations manage change, enhance employee potential, and broaden leadership. Certified as a Senior Professional in Human Resources, T.J. holds a Ph.D. in Organizational Development from Temple University and a Masters Degree in Counseling from Arizona State University. She serves on the Board of Directors for Lancaster County Association for Human Resource Management, on the Employment Committee of the Lancaster County Human Relations Commission, and as President of the Board for Allegro: The Chamber Orchestra of Lancaster. *Specialty Areas: learning and development, executive coaching, supervisory training, strategic planning, and HR policies and compliance.*



**HEIDI BIANCO, CEBS, Consultant**

Heidi is the newest addition to the team, joining Cargas in 2008. Heidi's prior positions include 5 years of practical experience as a consultant with Markley Actuarial Services and 10 years as a senior HR executive in the construction industry. Heidi's background grants her the ability to apply real-world experience and in-depth knowledge to day-to-day challenges and solutions. Certified as an Employee Benefits Specialist, Heidi is highly skilled in all phases of benefits administration. Heidi is a graduate of Franklin & Marshall College, with Bachelor of Arts Degree in Mathematics. She is a board member of the Lancaster County Business Group on Health and chaired the Keystone ABC Apprenticeship Committee for 7 years. *Specialty Areas: retirement planning, employee recruitment, training & development, employee relations, performance planning, and payroll systems.*