

Laura Retzer
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Results-driven Operations and Human Resources Manager with demonstrated success in streamlining business functions, from onboarding to contract management. Skilled in developing HR strategies, implementing payroll/benefit systems, and ensuring compliance in fast-paced environments. Experienced in managing HR for large teams (120+ employees) and scaling small teams for high-growth firms. Adept at enhancing organizational value through strategic goal setting, performance management, and cultivating inclusive workplace cultures.

PROFESSIONAL EXPERIENCE

Montego Minerals – Midland TX

February 2024 – May 2026

Human Resources Manager/Operations and Capital Markets Manager

- Orchestrated a 2x workforce expansion (from 11 to 20+ employees) within two years for a \$275M AUM Oil & Gas investment firm, overseeing the end-to-end talent lifecycle from recruitment to training.
- Partnered with executive leadership to design HR strategies that synchronized corporate structure with business objectives, successfully mitigating organizational liability and operational friction.
- Engineered the firm's professional development framework, including KPI tracking, conflict resolution protocols, and a comprehensive annual bonus/incentive plan.
- Implemented and managed new payroll processing software and benefit management system; rolled out new benefit plans and plan management tools and established documented leave policies ensuring compliance with FMLA and short-term leave of absence.
- Delivered high-level administrative support to C-suite owners, managing complex calendars, travel logistics, meeting preparation, and reporting
- Led high-stakes departments including Accounts Receivable, Land (Interim), Contract & Transactions, and Administration Team to ensure cohesive workflow across the investment portfolio
- Served as Contract & Transaction Manager, developing improved systems and software to manage new investor onboarding and conveyance changes for Oil & Gas Royalty contracts, coordinating with Accounting, Operations, Land & Title Departments and royalty owners to execute smooth and accurate documents and transactions, trained staff on new processes and software.
- Plan and oversee companywide events including staff meetings, conferences, and retreat planning.

COM Aquatics, Inc. – Midland TX

May 2013 – February 2024

Business and Operations Manager, August 2015 – February 2024

- Manage all business functions of a 501(c)3 non-profit corporation, with 120 employees and an annual budget of \$4 million, including membership, marketing, human resources, program administration, employee benefits, facility maintenance, and day to day operations.
- Partnered with the Executive Director and Board of Directors to deliver high-level operational and administrative support, resolving complex issues and managing confidential business matters with discretion.
- Developed comprehensive employee handbook, establishing policies for performance management, leave, and development pathways while serving as HR Manager for multiple departments.
- Led Administration, Facilities, and Maintenance teams, ensuring operational excellence and collaborating on programming for children and adults.

- Directed the full grant lifecycle—proposal development, reporting, and management—and strengthened relationships with donors and the Board of Directors.
- Executed campus-wide, large-scale national sporting events and community fundraising, while directing branding, social media, and digital marketing strategies.
- Acted as key leadership during COVID-19 to develop safety protocols, resulting in zero staff layoffs, preserved revenue streams, and a successful, safe reopening.

Physical Therapy Clinic Manager, May 2013 – August 2015

- Directed comprehensive clinic operations, including scheduling, insurance verification, billing, and patient communications to optimize workflow.
- Led the implementation of new software for billing, scheduling, and charting, increasing efficiency and staff adoption.
- Boosted revenue collection and reduced outstanding accounts by refining billing protocols and verification processes.
- Recruited, onboarded, and trained high-performing administrative staff to maintain excellent patient care standards.

STA Benefits, Ltd – Odessa, TX

May 2012 – May 2013

Licensed Account Manager/ Office Manager

- Accounts Payable/Accounts Receivable for successful insurance/group benefits firm.
- Serve as Executive Assistant to organizational Principals, including managing finances, travel arrangements, and scheduling meetings.
- Manage day-to-day office duties and ongoing operational needs.
- Service new and existing customers, including group health, life, disability and long-term care insurance.

Burt A. Clements Insurance - Reno, NV

December 2004 – April 2011

Operations Manager/Marketing and Sales Assistant

- Manage all day-to-day requirements of a professional sales office, including accounts receivable/accounts payable, taxes, insurance, customer service, supervision/training of administrative staff, and on-going building and operational needs.
- Provide Executive Level support to CEO/owner, including client meeting agenda & presentation, calendaring, international travel, and KPI reporting.
- Prepare sales and marketing presentation for estate planning/business succession/employee benefit plans, including managing confidential client data, interfacing with high net-worth clients, preparing proposals and applications, and servicing of placed cases for individuals and groups.

EDUCATION

Associate of Arts – Business, 1996

Salt Lake Community College - Salt Lake City, Utah

SOFTWARE PROFICIENCY:

- SharePoint
- Office 365, strong Excel and Word skills
- CRM platforms Salesforce, HubSpot, DonorPerfect
- HRIS platforms, Gusto, BambooHR, PayChex, PayCor
- ECM software platform Laserfiche Specialty SaaS models, MineralSoft, Canva, Adobe Pro Suite, DropBox