



**Michele Olton**  
**Senior Vice President of Human Resources and Administration**  
**Harry Fox Agency**

Michele Olton is the Senior Vice President for Human Resources and Administration for the Harry Fox Agency, Inc. She reports directly to HFA President and CEO Gary Churgin.

Olton is a seasoned HR professional with 24 years experience in employee relations, succession planning and staffing. Since joining HFA, she has spearheaded a significant cultural change within the organization. As part of this effort, she created an open door policy, which has facilitated better communication between employees, created a higher accountability among staff, and strengthened the relationship with management. She also implemented a mentor program and an employee roundtable to work as an advocate for employee issues and concerns.

In addition, Olton significantly enhanced staff benefits while containing costs, and implemented an employee assistance program, which provides employees and their families with free counseling for a variety of personal issues. To increase opportunities for leadership and training, she instituted HFA University, an in-house seminar program offering approximately 25 classes per year that are generally taught by staff. These changes have resulted in increased employee satisfaction and a lower turnover rate, and were key factors for HFA's consideration for the Top 25 Best Small Companies in America by the Great Place to Work Institute in 2006.

Prior to joining HFA in 2001, Olton spent three years at Prudential as Director, Human Resources, where she managed an HR team in providing HR support to 1,100 operations and systems associates in Prudential's Retirement Services business. Her primary focus was increasing management capability through staff assessment and development in preparation for Prudential's future public environment.

Prior to Prudential, Olton had a distinguished career at Citibank, where she held a variety of positions, her last as Vice President of HR for Legal Affairs and Global Risk Design. Her background includes expertise in strategic staffing, performance assessment, compensation and staff development.

Olton has a Bachelor of Science degree in Communication Arts and Business Administration from St. John's University. She lives in New Jersey with her son and her husband, a stage manager for major music acts.