
QUALIFICATIONS

Dynamic, innovative Human Resources professional with a proven track record in establishing HR departments, ensuring compliance, developing effective Training Programs, and creating optimal efficiency in Hiring and Personnel Management. Consistently provide expert guidance and insight to Senior Management on a wide range of Human Resources concerns. Skilled Trainer with success in developing exceptional workplace training programs. Hardworking and persistent. Excellent ability to remain calm and collected in high pressure situations. Effective third party counselor on sensitive issues. Committed to aligning Human Resources goals with business objectives. MA in Organizational Management.

SELECTED CAREER ACCOMPLISHMENTS

- ◆ HR Management, Compliance, Policy and Procedures
 - Established the Human Resources function, increasing efficiency, effectiveness and compliance for several companies, (e.g. Mycom North America, American Youth Soccer Organization, and Titlewave Technology).
 - Revamped the HealthCare Partners Recognition Program resulting in a 50% increase in participation, increased visibility, and elevated the respect for and status of the honorees.
 - ◆ Benefits
 - Effectively negotiated benefits for part-time employees without increasing costs by leveraging industry knowledge at Bristol Farms.
 - ◆ Employee Relations
 - Investigated and created corrective action plan for a five year wage and hour violation which resulted in no additional monetary claims against the company.
 - Resolved, and through negotiation, a valid quid pro quo sexual harassment complaint, resulting in no monetary liability to the company with only telephonic guidance from the company Labor Attorney.
 - Decreased the number of employee calls and emails to the corporate HR office by 45% through the development and dissemination of an updated, detailed employee manual for Mycom North America.
 - ◆ Recruitment and Hiring
 - Increased staff from 68 to over 300 in two years of growth by Streamlining hiring processes for Mycom North America
 - Developed a positive relationship with a single immigration attorney for H1B1 visas and reduced cost by 20% based on volume processing for foreign nationals at Mycom North America.
 - Reduced the number of open positions by 50% and reduced turnover by 40% in six months for Argenbright.
 - ◆ Training and Development
 - Served as guest editor for the American Society for Training and Development (ASTD) newsletter issue on workplace wellness and authored an article titled "Humor for the Health of It."
 - Designed and presented popular workshops showing how humor can prevent stress and improve your health.
 - Built teamwork and communication while reducing divisiveness for the American Youth Soccer Organization through a creative Job Exchange program.
 - Created and implemented a new Employee Orientation program which included a virtual tour introducing employee to the culture and connecting them to the vision of the company
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PROFESSIONAL EXPERIENCE

2005-Present

Employee Services Consultant (HR Generalist/Manager)

- Responsible for HR function in Long Beach region 500+ employees.
- Handle day to day employee relations issues.
- Manage all LOA's for the region

2002 – 2004

Human Resources Manager

- Established human resources function from the ground up to support quick growth from 68 employees to more than 300 employees located across the United States.
- Developed policies and procedures. Produced a new employee handbook and manager's manual.

1998 – Inactive

Adjunct Faculty

- Taught undergraduate and graduate courses in Human Resources and Management.

1999 – 2001

Human Resources Manager

- Established the human resources function from the ground up with responsibility for 60 employees.
- Developed new processes and procedures that improved productivity and saved time.
- Created, launched, and delivered a supervisory development training program.

1998 – 1999

Human Resources Manager

- Managed human resources and payroll functions for 1500 employees.
- Led a staff of nine oversaw recruitment efforts.

EDUCATION AND TRAINING

- MA in Organizational Management, UNIVERSITY OF PHOENIX
- BA in Criminal Justice, CALIFORNIA STATE UNIVERSITY, FULLERTON
- Certification in Total Quality and Training, CALIFORNIA STATE UNIVERSITY, LONG BEACH
- Certification in Supervisory/Management Development, WORKSYSTEMS ASSOCIATES
- Certification in Process Improvement, RICHARD CHANG ASSOCIATES

AFFILIATIONS

- Member, American Society for Training and Development
- Member, Association for Applied Therapeutic Humor