

NAME

Email ♦ Phone ♦ Address ♦ linkedin.com/in/

HUMAN RESOURCES GENERALIST

- ◆ **Certified Professional in Human Resources (PHR)** offering a 15-year Human Resources career distinguished by commended performance and proven results.
- ◆ **Extensive background in Human Resources Generalist responsibilities**, including strong experience in employee relations, performance coaching, conflict resolution, job candidate recruitment, HR policies development, and state and federal labor law compliance.
- ◆ **Demonstrated success in negotiating win-win compromises** and developing and writing performance improvement plans, corporate policies, job descriptions, and corporate communications.

HUMAN RESOURCES SKILLS

*Employee Relations
Training
Investigations
Mediation & Advocacy
HR Policies & Procedures*

*Multi-State Employment Law
Performance Management
Organizational Change
Recruitment (exempt & non-exempt)
Orientation & On-Boarding*

*HR Project Management
LOA-FMLA/ADA/EEO/WC
Benefits & Payroll Processing
UI Claims and Hearings*

HUMAN RESOURCES EXPERIENCE

CORESTAFF AGENCY

2010 to 2011

Staffing Agency contracting with 30,000 contract workers.

Project Human Resources Consultant

- Contracted to assist with the backlog of Employee Relations cases that resulted from a large retail division acquisition.
- Worked with management, supervisors, and employees to interpret and apply HR policies and procedures consistently; executed performance improvement plans, coaching, disciplinary actions, terminations, and progressive workplace issues.

Key Results:

- ◆ Played a key role in organizing, tracking, and resolving the backlog of employee relations cases which included: lengthy and in-depth investigations (social media, harassment, workplace violence, discrimination, and retaliation) performance coaching, disciplinary actions, and terminations with management.
- ◆ Revised and created structured employee communication language for management coaching, interpreted company policy, communicated and recommended areas of opportunity for trainings, and new-employee orientation.

GREENLIGHT FINANCIAL SERVICES

2003 to 2009

Privately owned full service Mortgage Company with 350 employees.

Human Resources Manager (2006 to 2009)

- Promoted to fulfill a broad range of HR functions, including performance management, employee relations (organizational change, RIF, investigations), recruiting, on-boarding employees, administering benefits, and processing payroll (ADP).

Key Results:

- ◆ Strategic partner to Senior Management on organizational change projects, transitions, and executions.
- ◆ Fostered an open-door environment conducive to positive dialogue across the organization.
- ◆ Individualized one-on-one coaching sessions with supervisors and managers that contributed to a decline in employee relations issues.
- ◆ Restructured bi-weekly payroll to semi-monthly processing including calculations of commission and recoverable draw pays.
- ◆ Implemented web based pay statements (I-Paystatements-ADP).
- ◆ Researched, selected, and implemented web based ATS system (Taleo).

- ◆ Collaborated with outside counsel regarding mediation and deposition sessions.
- ◆ Developed new-hire interactive onboarding program to foster inclusiveness and promote employee engagement while highlighting HR information and company commitments.

Senior Human Resources Generalist (2003 to 2005)

Key Results:

- ◆ Redesigned and performed weekly new hire orientation for all locations (NV, AZ, and NJ).
- ◆ Co-developed company's first-ever standardized disciplinary procedures that insulated company from legal risk and ensured consistent and fair discipline processes.
- ◆ Re-vamped (paperless) and expanded employee handbook covering issues including disciplinary procedures, code of conduct, LOA policy and benefits information.
- ◆ Interactively created and revised job descriptions across all levels. Observed and interviewed employees to identify and construct an accurate picture of the duties and skills required for each position.
- ◆ Processed and appeared for all Unemployment Claims and Hearings.
- ◆ Recruited for multi-level positions including: Sales, Administration, CIO, and Director of Training.

DATATRAC INFORMATION SYSTEMS, Human Resources Manager

2002 to 2003

Privately owned government contractor (Homeland Security formerly INS) employing 600 employees.

CB RICHARD ELLIS, Human Resources Generalist

2001 to 2002

Worldwide commercial real estate services organization employing 10,000 employees.

DITECH.COM/GMAC MORTGAGE, Employee Relations Specialist

2000 to 2001

Full service mortgage company employing 1,500 employees.

DIGITAL GRAPHICS ADVANTAGE, Employment & Organizational Development Representative

1998 to 2001

Graphics division of Pacific Bell/SBC for the Yellow Pages employing 475 employees.

COTRAK/SOUTHWEST BUSINESS CORPORATION, Human Resources Generalist

1996 to 1998

Privately owned financial services company employing 60 employees.

EDUCATION

- B.A. in Organizational Leadership, **Brandman University**, Anticipated Completion in Spring 2013
- A.A. in Social & Behavior Science, **Coastline Community College**, 2010

PROFESSIONAL DEVELOPMENT

Human Resources Designations:

- ◆ Professional in Human Resources Certification (**PHR**), 2011
- ◆ Human Resources (HR) Certificate, **UCI Extension**, 2008

Human Resources Affiliations:

- ◆ Professionals in Human Resources (**PIHRA**) Districts 7 and 14
- ◆ Society for Human Resource Management (**SHRM**)

Organizations:

- ◆ 2010 Toastmasters International - Experian Club #00005410

Professional Training:

- ◆ Unleash the Power Within - Tony Robbins Leadership Intensive, 2008
- ◆ 2005 Franklin Covey 7 Habits of Highly Effective Managers, 2005

Computer Skills:

- ◆ ADP (PC-Payroll processing and E-time)