

CAREER PROFILE

Strategic leader and proactive business partner in the development of performance-driven, customer-driven and market-driven organizations. Demonstrated effectiveness in providing vision and counsel in steering organizations through accelerated growth, as well as in turning around underperforming businesses. Diverse background including governmental and financial industries and various gaming establishments. Significant expertise in performing objective, facts-based investigations and drawing fair, un-biased conclusions. Expertise in key areas: Employee Relations, Employment Law, Recruitment and Employment Management, Leadership-Management Training and Development, Reorganization and Culture Change, Merger and Acquisition Integration, Succession Planning, Long-Range Business Planning, HR Policies and Procedures.

PROFESSIONAL EXPERIENCE

Milwaukee County Department of Human Resources, Milwaukee, WI

Employee Relations Director, Employee Relations & Training (2008-2013)

- Worked closely with both management and employees to ensure the working environment was safe and employees are treated fairly in accordance within the rules, contracts and ordinances of Milwaukee County.
- Developed and executed strategic plans to ensure a diverse workforce, providing coordination and leadership to Diversity Committees across Milwaukee County.
- Provided quality training and development opportunities for both employees and leaders.
- Conducted investigations for escalated employee issues.
- Provided counsel/guidance to managers and HR staff on challenging ER issues and mediated employee conflicts.
- Managed the random drug testing program in place for certain departments.
- Managed the Tuition Loan Program and Educational Bonus programs.
- Designed, developed and facilitated training/development strategies for managers and employees across all departments at Milwaukee County.
- Managed staff.
- Monitored equal opportunity and affirmative action within Milwaukee County.

BARONA VALLEY RANCH RESORT AND CASINO, Lakeside, CA

Manager, Training and Development (1999-2007)

- Created HR Training and Development infrastructure to support business expansion, overcome exceedingly high turnover and lack of cohesive management practices among internal business partners.
- Partnered with the General Manager and operations Committee to reorganize company, reduce overhead expenses, and create a solid management infrastructure.
- Established HR Training and Development department with a staff of five, including development of staff handbook, orientation program with video for all new staff members, orientation program for newly hired or promoted managers and various compliance programs.
- Developed and implemented a Performance Management program, which provided basic management skills which helped to reduce staff turnover.

- Implemented a Job Coach Program which provided an on the job training infrastructure in various departments.
- Partnered with the University of Nevada Las Vegas to implement a leadership development program, which provided an overview of hospitality and gaming practices to over 500 supervisors and managers.
- Partnered with Achieve Global and delivered leadership programs for established managers who were in line for promotions.

PARKPLACE ENTERTAINMENT, Las Vegas, NV

Senior Manager, Training and Development (1995-1999)

- Recruited to support the opening of 3,000 rooms Mega Resort
- Established cross-functional teams from each department and provided training in interviewing skills, team building and guest relations.
- Developed interviewing program and trained all interviewers, resulting in hiring 2,500 employees in identified timeframe.
- Coordinated orientation program, including hiring French teacher to teach identified French phrases to all employees, which set the Mega Resort in a class of its own for guest.
- Participated on task force with the President of the company and executives to identify the vision and core values for the company.
- Coordinated and delivered various training compliance programs which saved the company millions of dollars annually avoiding potential fines and lawsuits.
- Coordinated 26 week management succession program, which produced future leaders of the company.

UNION BANK OF CALIFORNIA, San Diego CA

Assistant Vice President (1980-1994)

- Provided HR support and training to corporate office and over 150 branches nationally and over 15 international branches, employing over 7,500 employees.
- Promoted from Financial Services Officer to HR to lead staff of 10 in setting up new accounts, teller functions and customer service in the branches. Established recruitment functions with branch managers.
- Participated on merger and acquisition task forces and provided training as needed.
- Provided sales training to financial service officers and managers to increase sales in branches.
- Served as training liaison to the Vice Chairman and worked on special bank projects.

EDUCATION: B.A., San Diego State University, San Diego, CA

CERTIFICATIONS: Achieve Global, Master Trainer Professional Selling Skills Seven Habits

AFFILIATIONS

Society of Human Resource Management

American Society for Training and Development