



Leslie Freeman

Pasadena, CA. 91107

adepthumanresources@gmail.com 949 357 6260

**AWARD WINNING HUMAN RESOURCE PROFESSIONAL, S.P.H.R and SHRM SCP certified
Master of Arts in Human Resource Management from “Best Colleges and Universities”**

Proven - Hands on Experience – Collaborative - Results Driven

OBJECTIVE: Seek human resource management position, to lead and develop human resource department toward organizational excellence

	Core Competencies	
Talent Management	Training and Development	Employee Relations
Leadership	Compliance/Performance Management	Policy Development
Recruitment and Staffing	Diversity and Inclusiveness	Compensation
Customer Service	Risk Management	Strategic Planning

RELEVANT HISTORY

Equifax and California Association of Hospitals Health Systems (2016 to current) Consultant and Hearing Compliance Representative

Lead, represent and coach management for representation at local hearings in support of company objectives winning 98% of decisions. Representation for over one hundred companies at unemployment and EEOC hearings in Southern California- complete entire process as hearing official for major companies including Kaiser Permanente, Federal Express, Kinko's, Von's, State of California, California State Mental Health Department, City of Whittier, 99cents Stores and numerous other major and mid-size companies. Work with employers and unions in grievance hearings to monitor and ensure collaboration with legal representation if needed. Utilize expert customer service skills to build long standing relationships with clients and receive excellent survey results. Collaborate and work with internal and external attorneys on various cases. Advise management on resolution of grievances to support employee morale and company strategy. Build proactive relationship with shop steward or union representative in best interest of all related parties. Work as liaison between executive management and union representation. Develop, manage and prepare summary to present to attorneys or judges. Mediator to interpret and resolve employee issues. Training executive staff on drug -free workplace, performance management, discipline processes, customer service, accountability - lead compliance with Federal and California state regulatory processes, maintaining up-to-date information on all laws

Key Accomplishments:

Research and investigate employee issues and develop strategic plan for organizational representation.

Representation of summary for numerous companies in various counties of Southern California

Effectively saved companies over \$1,000,000.00 dollars in expenses and fees

Nhan Hoa Comprehensive Health Care Clinic– Federally Qualified Health Clinic (FQHC) Director of Human Resources (2014-2016)

Hired to lead the organization to achieve success in 1st FQHC audit – Recognized for surpassing the goals to become one of the top recognized non-profits in California. Currently responsible for all aspects of human resources I design, manage and develop policy, procedures and direction for all levels of employees. Responsibilities include guidance and direction, coaching and counseling, I-9 compliance, HIPAA, compliance, medical credentialing for all providers, audits in alignment with federal and state mandates, staffing and recruiting, training, employee development, compensation and wage survey, employee relations, planning and execution of compensation plan, benefits and recognition and reward program. Managed conflict resolution and progressive discipline process. Coordinated all programs for volunteers, interns and independent contractors regarding educational institution, state and federal compliance and integrated social media awareness. My responsibilities include partnering with the executive staff to provide tactical, operational and strategic leadership to all employees; infusing knowledge, experience, compassion and collaborative human resource capabilities.

Key Accomplishments:

Developed human resource department

Lead the health care clinic to success in 1st FQHC Audit

Developed, implemented and managed process for credentialing in house

Background checks implemented for all volunteers including medical, dental and mental health staff

Designed and implemented compliant AB 1825 Training for Sexual Harassment

Developed Risk Management Program, MSDS accountability and Safety Program in compliance with FQHC

Developed, implemented and trained all employees on various policies: including California Paid Sick Leave, Change over from bi-weekly to semi-monthly payroll policy, 401K matching guidelines policy, HIPAA, Medicare Fraud Waste and Abuse

Apollo Group aka University of Phoenix- International Educational Conglomerate**Lead Faculty/ Area Chair****Adjunct Professor - Combined enrollment approximately 215,000 students – (2007 to present)**

Responsibility to develop, lead and facilitate the learning process of adult learners incorporating current learning processes and technology.

Key Accomplishments:

Recognized as 2011 “Rookie Faculty Member of the Year”

Honored for philanthropic efforts: 2011 One OC Spirit of Volunteerism Honorees

Requested presenter at resume review and interviewing workshop

Selected by University to speak as expert on “Diversity Panel” at conference in Los Angeles

Selected as member of Ethics Committee 2015

Chosen as Lead Faculty/Area Chair 2016

ROEX, INC. – Manufacturing and Retail**Director of Human Resources (2008-2010)**

Directed all aspects of human resources for over 125 employees; including compensation, benefits, employee development, labor relations, staffing, recruiting: formulated, designed, developed, implemented and administered training programs, including: Sexual Harassment Training, Drug Free Workplace Training, Performance Management Training and Discipline Documentation Training, Safety Training. Provide guidance and consulting services for management staff. Drive key organizational issues and best practices for the company. Enhance the organization’s ability to anticipate and respond to developments in its external and internal environments and enable employees at all levels to cope with the changes. Authorized hiring and on boarding process, leaves of absence, discipline documentation and exit interviews. Provide monthly report for owner’s review. Review audit of unemployment and retention reports to plan optimal use of manpower. Oversee workman’s compensation reporting and documentation and audit and manage workman’s compensation issues for back to work strategy. Develop and provide leadership to establish policies, programs, and procedures designed to promote health and safety, as well as ensure compliance with applicable laws and regulations. Conduct investigations and make recommendations and provide training to resolve employment, risk management - health and safety issues/concerns.

Secure vendor or develop and facilitate internal safety training on programs, such as; Confined Space, Near Miss, Incident Investigation, Workplace Inspections, Emergency Response Plan, Personal Protective Equipment, Lockout/Tag Out etc. Develop and coordinate external compliance training in conjunction with OSHA training for risk avoidance. Track all incidents and safety metrics and report findings and best practices to Health and Safety Committee and site management monthly.

Key Accomplishments:

Built a substantial HR design structure, including orientation/on boarding process, coaching and counseling, discipline performance management, relationship building, mentoring and all aspects of human resources.

Designed and managed benefit fair and vendors

Developed Human Resource Business Plan

Directed human resource department staff

Developed and led organization in transitioning to in-house training, which saved 30-40% on training budget

Review and audit of safety compliance, OSHA, state and federal laws – retraining and follow up resulted in 10% decrease in accidents and workman’s compensation issues

Normandie Casino - Casino Industry**Director of Human Resources (2006-2008)**

Directed all aspects of human resources for over 800 employees; including compensation, benefits, employee development, labor relations, staffing, recruiting; formulated, designed, developed, implemented and administered training programs, including: Sexual Harassment Training, Drug Free Workplace Training, Performance Management Training and Discipline Documentation Training, Diversity and Safety Training. Provide guidance and consulting services for management staff. Drive key organizational issues and best practices for the company. Enhance the organization's ability to anticipate and respond to developments in its external and internal environments and enable employees at all levels to cope with the changes. Authorized hiring and on boarding process, leaves of absence, discipline documentation and exit interviews. Provide monthly report for owner's review. Review audit of unemployment and retention reports to plan optimal use of manpower. Oversee workman's compensation reporting and documentation and audit and manage workman's compensation issues for back to work strategy. Develop and provide leadership to establish policies, programs, and procedures designed to promote health and safety, as well as ensure compliance with applicable laws and regulations. Conduct investigations and make recommendations and provide training to resolve employment, diversity, and risk management of health and safety issues/concerns. Secure vendor or develop and facilitate internal safety training on programs, such as; Confined Space, Near Miss, Incident Investigation, Workplace Inspections, Emergency Response Plan, Personal Protective Equipment, Lockout/Tag Out etc. Develop and coordinate external compliance training in conjunction with OSHA training for risk avoidance. Track all incidents and safety metrics and report findings and best practices to Health and Safety Committee and site management monthly.

Key Accomplishments:

Designed and managed benefit fair with over fifty vendors

Directed human resource department staff including recruiting and employee benefits

Developed and led organization in transitioning to in-house training, which saved 30-40% on training budget.

Managed safety committee, coordinate meetings and monthly safety objectives

MARRIOTT HOTEL AND RESORTS - Worldwide Hotels and Resorts - noted as "100 best companies in Fortune Magazine"**Human Resource Manager (2002-2005)**

As manager of human resources at substantial Marriott property in Newport Beach, CA, directed recruiting, training, associate development, staffing, payroll, compensation and benefits administration for approximately 125 employees and 15 managers. Disseminated communication of policies throughout the organization and advised management on the construction of goals. Developed and administered new hire orientation, staffing, recruiting and employee development. Counseled management on California state laws as they related to personnel issues. Audited personnel files to ensure legal requirements were met. Reconciled payroll discrepancies. Developed employee relations programs and controlled the recognition budget. Administered associate opinion surveys, focus groups and follow up initiatives - Talent management and development. overseeing regulatory compliance and reporting; interacting with outside agencies, internal affinity groups, management, and individual management employees to develop diversity programs; investigating EEO complaints and grievances; coordinating and reviewing with staffing personnel documentation related to hiring, transfer, and promotion of employees; training, planning and conducting programs to educate management and employees on EEO and AA goals and objectives; reporting to senior management on programs, initiatives, and evaluation of their success. Review and audit unemployment and retention reports to plan optimal use of manpower - Administer associate opinion surveys

Key Accomplishments:

Received a 100% accuracy rating on all audits performed for the HR department.

Completed the Marriott HR Development Program that received a grade of 98%.

Exceeded expectations with hotel employee transition to online benefit enrollment

Engage community-based initiatives to secure employees and establish market awareness

Developed Affirmative Action plan, EEOC compliance and a recognition/rewards program for key client.

Implement and drive training for new HRIS system

Develop, facilitate and manage departmental focus groups to ascertain methods to address issues based on results of company-wide survey

Developed diversity training to meet affirmative action goals in alignment with EEOC compliance

EDUCATION/CERTIFICATIONS**Internship - St. Joseph's Health System****Master of Arts in Human Resource Management** - Webster University**Master of Arts in Liberal Arts (coursework)** - University of Pennsylvania**Bachelor of Science in Economics/Business/Marketing** - Minor: Spanish - Lincoln University**Certifications**

CDP - Certified Diversity Professional

SHRM – SCP (Senior Certified Professional)

SPHR (Senior Professional in Human Resources) Certification

Port Authority Board of San Diego Hearing Officer

SAFETALK Certification

Human Resource Professional of the Month for Human Resource Certification Institute

Management Certification, University of California at Irvine

Mediation Certification, State of California

Human Resources Trainer Certification II, Marriott International

Certified in cardiopulmonary resuscitation

Automated external defibrillators

Certification in Sustainability

Trainer Certification Level II

CASA Court Appointed Special Advocate

Orange County Human Relations Council Certificate of Completion Effective Human Relations in the Workplace

Certificate of Congressional Recognition

Proficiency Certification Sustainability and Resource Management -Irvine Valley College, Irvine CA

Technology Skills: PC and Macintosh proficiency; HRIS, Abra, Marrpay, SMART DRAW, Microsoft Office (MS Word, Excel, PowerPoint, Open Time, Outlook, Netscape Navigator, People Soft, LMS, ADP, Unicru and Kronos payroll**Conversational Spanish Speaker****Organizational Affiliations:**

CLCCHC - Center for Linguistic and Cultural Competency in Health Care

PIHRA – Professionals in Human Resources Association

Linked In profile - [linkedin.com/in/leslifreeman2010](https://www.linkedin.com/in/leslifreeman2010)