

LAURIE CHUA

e-mail: laurie@hrexpertopinion.com phone: 858 705-3388
endorsements: <http://www.linkedin.com/in/lauriechua>



- Distinguished Employment Practices Expert with a robust 30-year career history in HR, formerly associated with top-tier organizations such as Dell Computers, Pfizer Pharmaceutical, the Society for Human Resource Management (SHRM), and California Employers Associations (CEA).
- Leads a dynamic HR consulting enterprise, delivering expert coaching and advisory services to employers, specializing in recruitment, talent management, compensation structures, employee benefits, policy formulation, leave administration, disability accommodations, performance management, and advisory on termination procedures.
- Proven track record in educational instruction and public speaking, conducting in-person management training, spearheading seminars, hosting webinars, and facilitating global SHRM Certification courses aimed at equipping HR professionals for the rigorous SHRM certification exams, alongside mentoring entry-level HR personnel through the SHRM HR Essentials program across various platforms.
- Former HR Knowledge Advisor at SHRM, adept in offering resolutions and advice on over 5,000 inquiries annually, encompassing HR compliance and best practice strategies.
- Proficient HR Expert Witness, primarily focused on cases pertaining to disability discrimination, sexual harassment, and other critical workplace employment issues.
- Committed to the HR community, having contributed as a volunteer and former board member of the San Diego SHRM chapter.

AREAS OF EXPERTISE

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| • <i>Wage & Hour Compliance</i> | • <i>Harassment & Discrimination</i> | • <i>Disability Accommodation and ADA/AA</i> |
| • <i>FMLA/ CFRA Leave Compliance</i> | • <i>HR Practices and Policy</i> | • <i>Employment & Labor Compliance</i> |

PROFESSIONAL EXPERIENCE

HRPDG – HUMAN RESOURCE PROFESSIONAL DEVELOPMENT GROUP — San Diego, CA

Owner/HR Consultant, August 2016 to Present

- Conduct comprehensive SHRM and HRCI Certification Preparation courses, delivering a blend of in-person, online, and international training sessions in Malaysia and Indonesia, aimed at professionals pursuing SHRM-SCP, SHRM-CP, SPHRi, and PHRi certifications.
- Offer specialized HR consulting services, addressing critical aspects such as employee relations, termination processes, compliance regulations, workers' compensation, disability policies, employee retention strategies, and the creation and review of employee handbooks.
- Serve as a seasoned Trainer/Facilitator, leading a diverse range of programs including AB1825 Sexual Harassment Prevention for Managers, Respectful Workplace Anti-Harassment/Discrimination for Employees, Performance Review Training for Managers, and comprehensive Leadership and Management training. Spearhead the Technical Difficulties Series, specifically designed for Technical Supervisors and Managers.

- Provide expert HR Witness analysis for legal cases, specializing in employment litigation concerning disability accommodation management, sexual harassment, wage and hour compliance, wrongful termination, and medical leave management.
 - Smith vs. Vuori, July 2024, Plaintiff
 - Baker vs. County of San Mateo, March 2024, et. al, Defendant
 - Valdez vs. SEIU Local 121RN, March 2024, Defendant
 - Kepley vs. Desert Sands Unified School District, January 2024, Plaintiff
 - Reyes vs UPS, August 2023, Plaintiff
 - Bridgeford vs City of Coronado, Aug 2023, Defendant
 - Fergins vs. Amazon Web Services, Inc., May 2023, Plaintiff
 - Nicholas Portillo vs. Mrs. Olson's Coffee, August 2022, Defendant, Deposition, Testimony
 - Carter vs. Danner Lab, January 2023, Defendant, Settled
 - Cedric Thompson, et al v. Barton Brands of California, October 2022, Plaintiff
 - Raymond Sims vs. USD, October 2022, Plaintiff
 - Church vs. Neft Vodka, October 2022, Plaintiff
 - Edwards vs. Bombardier, July 2022, Plaintiff
 - Randall vs. Smith & Edwards, August 2022, Plaintiff, Deposition
 - Romero vs. AG Garland, June 2022 Plaintiff, Report, Deposition
 - Kim v. Rainbeau, January 2022, Plaintiff, Deposition
 - Cox, Brandy, et al vs Palo Verde Unified School District, et al, September 2021, Plaintiff, Review Report
 - Padilla vs. Acousta, June 2022, Defendant, Litigation Support
 - Carter v. DTS, September 2021, Plaintiff, Review, Report
 - Aceves v. Resana, January 2022, Defendant, Deposition, Trial Testimony
 - L.S. v. Omni Spa and Resort LaCosta, June 2021, Plaintiff, Review, Report, Settled
 - Elizabeth Wilson v. CALTran, April 2021, Defendant, Review, Settled
 - Brittany Johnson v. Charles Sarosy SD Body Contouring, March 2021, Plaintiff, Report, Deposition, Settled
 - Kalang V. Kaiser, February 2021, Plaintiff, Federal Court, Deposition, Trial Testimony
 - Zarco V. VWR International, LLC, February 2021, Defendant, Federal Court, Deposition, Settled.
 - Mitchell Antunovich V. American Bureau of Shipping. January 2021, Plaintiff, Settled
 - Ana Maria Butler V. Community Research Foundation (Arbitration), December 2020, Defendant, Arbitration, Deposition and Testimony
 - Sanchez, Ramon Jr. v. Loews Hollywood Hotel., November 2020, Plaintiff 2020, Deposition, Settled.
 - Lenora You, Plaintiff, vs. Rite Aid, March 2020, Defendant, Settled
 - Carola Hauer, Plaintiff v. Tri City Healthcare District, March 2020, Plaintiff, Settled
 - Jonathan Beasley Vs. Cognizant Technology Solutions; Molina Healthcare, Inc, April 2019, Defendant, Deposition, Testimony, Trial Prep, Mistrial
 - Kurt Schwartz Vs. Dynamic Staffing, Inc., March 2019, Defendant, Litigation Support/Strategy, Settled
 - Peter Gathright V. Cheesecake Factory Inc, April 2018, Defendant, Arbitration Deposition, Testimony
 - Anderson v. Shaw Industries Group, Inc.(a subsidiary of Berkshire Hathaway), May 2017, Plaintiff, Reviewed, Commented, Settled.

SHRM – SOCIETY FOR HUMAN RESOURCE MANAGEMENT — San Diego, CA

Knowledge Advisor, June 2013 to August 2016

- Addressed an annual volume of 3,500 to 5,000 inquiries, spanning employment law, compliance, employee relations, and HR best practices, offering timely and informed responses.
- Contributed as a thought leader in HR, delivering superior, best-in-class HR strategies and pragmatic solutions in response to members' HR inquiries.
- Authored valuable HR-related content for SHRM's knowledge management library, website, and various publications, utilizing extensive research capabilities and analytical thinking.
- Imparted the member and practitioner viewpoint to other SHRM content teams, ensuring a comprehensive and relatable perspective in HR-related materials and discussions.

SMART HR PARTNER — San Diego, CA

Principal Consultant, September 2008 to 2016

A private HR consulting firm focused on providing Specific, Measurable, Attainable, Relevant and Timely solutions.

- Specialized in offering consulting services centered on workforce optimization, conducting thorough HR compliance and effectiveness audits, crafting tailored retention strategies, and developing comprehensive talent and performance management programs.
- Dedicated to training and empowering staff members in the implementation of effective human resource practices and policies, aiming to cultivate the organization's desired culture and operational excellence.

CEA – CALIFORNIA EMPLOYERS ASSOCIATION — San Diego, CA

Regional Director – Southern California, August 2012 to May 2013

CEA, a distinguished human resource employers association, caters to over 9,000 businesses across California, dedicating itself to offering members essential insights, clarity, and guidance crucial for thriving in the contemporary business landscape.

- Delivered comprehensive human resource consulting services to members, encompassing a broad spectrum of HR disciplines such as compliance, talent management, training, crafting of employee handbooks, performance management, and guidance on disciplinary practices.
- Successfully facilitated AB1825 Supervisory Harassment Prevention training, engaging, and educating over 200 attendees annually.
- Regularly conducted quarterly employer updates, providing clients and potential clients with the latest insights on employment law, strategies for effective disability management, and proactive measures for employers to mitigate litigation risks.

SGIS — San Diego, CA

Director, Human Resources, September 2009 to October 2010

As a government contracting firm specializing in deploying technical personnel to sites in the US, Iraq, and Afghanistan for key agencies like the Department of Defense, CIA, and Homeland Security, the firm boasts an average workforce of 750 employees and generates approximately \$100M in revenue.

- Crafted and implemented advanced performance management tools, enabling managers to effectively monitor sales team metrics and foster performance enhancements.
- Achieved a significant 30% reduction in employee turnover through a strategic focus on enhancing performance feedback, nurturing employee development, fostering collaboration and communication, and implementing robust employee retention initiatives.

- Successfully reduced legal fees by \$100,000 annually through proactive management strategies and effective risk mitigation practices, further enhancing operational efficiency and financial performance.

WEBSENSE — San Diego, CA

HR Director, Americas February 2004 to September 2008

A pioneering entity in web data and email security software solutions, serving over 43M employees across more than 50,000 organizations globally. With an international footprint and a dedicated workforce of 1,500, the company boasts impressive revenues of \$350M.

- Oversaw comprehensive employee relations, compensation, benefits, and rewards and recognition programs, ensuring alignment with organizational goals and employee satisfaction.
- Orchestrated and implemented key strategic initiatives, including an employee engagement survey, the rollout of an online global performance management system, competitive compensation structuring, and benefits programs, all aimed at fostering a performance-driven, customer-centric corporate culture.
- Successfully introduced a Global online performance management system, achieving a remarkable 95% completion rate for appraisals worldwide, which reinforced goal setting, achievement, and adherence to corporate values.
- Formulated and introduced impactful programs and policies in training, compensation, benefits, incentives, and new-employee orientation, cultivating an environment of teamwork and open communication, pivotal in retaining key personnel and top talent.
- Provided expert HR guidance and corporate training across various domains including compensation structure, employee surveys (from design to action plan), HRIS, processes, employee relations, and strategic HR planning. Delivered performance management systems, management training, and advice for the company's branches in Ireland, the UK, Australia, China, and Israel, ensuring consistency and alignment with the company's vision and objectives.

PFIZER LA JOLLA R&D — SAN DIEGO, CA

Senior HR Generalist/Business Partner, August 2001 to September 2003

Pfizer La Jolla, a critical segment of Pfizer Global Research and Development, stands as one of the primary R&D hubs within the organization, dedicated to advancing scientific knowledge and pioneering new medical solutions.

- Collaborated closely with the VP of Pharm Science and the executive team, orchestrating a forward-thinking organizational strategy that aligns seamlessly with Pfizer's overarching business plans and long-term objectives, focusing on retention and knowledge management.
- Instituted an Individual Development Planning program, offering personalized coaching to both executives and employees, fostering career goal clarity and development needs using a competency-based approach.
- Developed and implemented comprehensive management development programs, conducted training sessions as needed, resulting in an estimated cost savings of \$50,000 through enhanced efficiency and skill development.
- Actively contributed to the Global Career Ladder Project, coordinating efforts and sharing best practices with Pfizer sites located in the US, the UK, and France, ensuring a cohesive and standardized approach to career progression across the organization.

DELL COMPUTERS — ROUND ROCK, TX

HR Generalist/Business Partner, August 1998 to May 2001

Dell Inc., a renowned and multifaceted information technology provider, offers an extensive range of products and services directly to a global clientele, with an impressive revenue of \$61B. In a pivotal HR role, supported three major IT segments, collaborating with three Vice Presidents, managing a substantial \$98 Million Salary Budget, overseeing more than 60 managers, and over 700 employees.

- Devised and executed strategic programs, offering crucial direction and guidance amidst shifts in organizational processes and operations. This proactive approach significantly decreased turnover from 15% to a robust 8%, notably during a period where industry rivals faced heightened turnover due to aggressive e-commerce recruitment.
- Spearheaded comprehensive talent management initiatives for over 700 staff across three divisions. This included performance management, career development, succession planning, fostering respect in the workplace, meticulous compensation planning, career ladder development, competency modeling, and alignment, all aimed at cultivating high-performance teams driven by results.
- Crafted detailed manager manuals focusing on Performance/Pay Management and Employee Retention, enhancing managerial productivity and effectiveness. These resources were instrumental in ensuring the retention of high-performing talent, reinforcing Dell's position as a leader in the IT sector.
- Demonstrated expertise in compensation analysis, culminating in a strategic recommendation for \$2.5M in equity adjustments across the IT organization, a proposal that received direct approval from Michael Dell, underscoring a significant contribution to organizational equity and employee satisfaction.

ADDITIONAL WORK HISTORY

- Served as a Senior HR Representative at Borg-Warner Automotive, Blytheville, AR, from August 1997 to July 1998, contributing to HR strategies and operations in a dynamic automotive industry environment.
- Held the position of Senior HR Representative at Rank Video Services, Little Rock, AR, from June 1995 to May 1997, overseeing HR functions and contributing to the growth and development of the organization.
- Functioned as a Staff Recruiter at Twin City Bank, North Little Rock, AR, from August 1992 to May 1995, spearheading recruitment efforts and playing a pivotal role in talent acquisition and HR planning. From 1987 to 1992, concurrently managed a series of administrative roles while pursuing academic objectives through part-time college enrollment, demonstrating a strong commitment to professional growth alongside academic advancement.

EDUCATION

UNIVERSITY OF ARKANSAS AT LITTLE ROCK — Little Rock, Arkansas

Bachelor of Business Administration in 1992, specializing in Human Resource Management and Labor Relations, reflecting a robust foundation in HR principles and labor relations strategies.

- Held the esteemed position of President for the SHRM Student Chapter, showcasing leadership skills and a commitment to fostering a community of future HR professionals.

WESTARK COMMUNITY COLLEGE – Fort Smith, Arkansas

Associate of Arts – General Business 1984

OF NOTE

HR Certifications Held:

- SHRM-SCP (Senior Certified Professional)
- SPHR-CA (Senior Professional in Human Resources - California)
- SPHR (Senior Professional in Human Resources)
- Certified Employee Retention Specialist
- PHR (Professional in Human Resources)
- Development Dimensions International (DDI) Certified Training Facilitator

Affiliations:

- Active member of the San Diego Bar Association since 2023, contributing as a Diversity Committee Member, focusing on promoting inclusivity and diversity within the legal profession.
- Long-standing member of the Society for Human Resource Management (SHRM) since 1992, demonstrating a sustained commitment to the HR field and its evolving best practices.
- Engaged member of the San Diego Society for Human Resource Management (SDSHRM) since 2001, underlining a dedicated involvement in local HR initiatives and community.
 - Held the role of Vice President, Conferences in 2015 & 2016, leading major events including Workplace Strategies and Law Day, showcasing leadership in organizing and contributing to key industry gatherings.

Facilitator:

- Since 2016, serving as an Independent Online Facilitator for SHRM-SCP/CP and SPHRi/PHRi Certification Preparation Courses, as well as the HR Essential Program, contracted by diverse organizations to lead comprehensive 36-40 hour training programs.
- Facilitator for the San Diego SHRM Certification Preparation Course, a detailed 12-week program, during 2015 - 2016.
- Between 2015 and 2017, collaborated with Kelly Services Malaysia and Indonesia as a Facilitator for SHRM-SCP and SHRM-CP Certification Preparation Courses.
- In 2015, conducted a Master Class titled “HR Competencies: A Road Map to Success” for Malaysian HR professionals and government corporation representatives.
- Guest Lecturer at Taylors University, Petaling Jaya, Malaysia, delivering the lecture “The Leader in You” in September 2015.
- Directed the San Diego SHRM Certification Preparation Course, a comprehensive 12-week program, in both Spring & Fall of 2015.
- Speaker at the CalSHRM Legislative Conference in 2015, presenting “Technical Difficulties: Recruiting and Retaining STEM Workers.”
- Facilitator for the San Diego SHRM – HRCI 2014 California Certification Preparation Program.
- Speaker at the CEA Employer’s Forum in 2013, Moderator for Panel Discussion “Top Ten Legal Landmines.”
- Presented the “Employment Law Update” at the CEA Employer’s Forum in 2013.
- Addressed “Managing Disabilities in the Workplace” at the CEA Employer’s Forum in 2012.