



LAURIE CHUA, SHRM-SCP

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endorsements: <http://www.linkedin.com/in/lauriechua>

- Highly skilled employment practice professional with over 25 years experience in working as an HR professional employed by Fortune 25 companies and nonprofit associations, including Dell Computers, Pfizer Pharmaceutical, the Society for Human Resource Management (SHRM), and California Employers Associations (CEA).
- Maintains an active multi-state HR consulting practice with in depth knowledge of California labor code, employment regulations, and opinion letters.
- Extensive teaching and public speaking experience presenting onsite management training seminars, conferences, webinars as well as serving as a SHRM Certification distributor presenting the SHRM Certification course globally to prepare HR professionals to sit for the intensive SHRM certification exam.
- Certified as a senior Human Resources professional by SHRM with a SHRM-SCP designation.
- Previously employed by SHRM as an HR Knowledge Advisor providing guidance and responding to resolve over 3,500 requests per year in HR compliance and best practices.
- Received training and study material from SEAK on Expert Witness best practices.
- Experienced as HR Expert Witness with focus on disability discrimination, sexual harassment, and other workplace employment practices.
- Serves as a volunteer and previous board member for San Diego SHRM chapter.
- Active member of the Society of Human Resource Management.

AREAS OF EXPERTISE

- *Wage & Hour Compliance*
- *Harassment & Discrimination Prevention*
- *Disability Accommodation and ADAAA Compliance*
- *FMLA Compliance*
- *Fair Pay Compliance & Analysis*
- *CA Labor Regulations*

Expert Not Retained

PROFESSIONAL EXPERIENCE

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

Owner, August 2016 to Present

- Facilitated SHRM Certification Preparation courses in-person, online, and overseas in Malaysia and Indonesia for HR professionals seeking SHRM-SCP and SHRM-CP designation.
- Provided HR Expert Witness analysis for employment related litigation in the areas of disability accommodation management, sexual harassment, wage and hour compliance, and medical leave management.
- HR consulting services on employee relations, terminations, compliance, worker’s comp policy and procedures, disability policy and procedures, employee retention program and handbook review and development.
- Trainer/Facilitator for AB1825 Sexual Harassment Prevention for Managers, Respectful Workplace Anti-Harassment/Discrimination for employees, Performance Review Training for Managers, Leadership and Management training, Technical Difficulties Series for Technical Supervisors and Managers.

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

Knowledge Advisor, June 2013 to August 2016

- Responded to over 5,000 requests per year in regards to employment law, compliance, employee relations, and HR best practices.
- Provided guidance and instructional material to members regarding handling reductions-in-force, fair pay, discrimination, disability accommodations, and handling statutory leave programs such as FMLA, CFRA, and California Pregnancy Disability Leaves.
- Provided thought leadership for best-in-class HR practices as well as practical advice in response to members human resource related questions.
- Develops human resource related content for SHRM's knowledge management library, website, and other publications using research skills and critical thinking.
- Provides the member and practitioner perspective for other SHRM content staff.

SMART HR PARTNER — San Diego, CA

Principal Consultant, September 2008 to Present

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

- Focused on providing consulting services on workforce optimization, HR compliance and effectiveness audits, developing retention programs, talent and performance management programs, and training responsible staff members on effective human resource practices and policies to create the desired culture of the organization.

CEA – CALIFORNIA EMPLOYERS ASSOCIATION — San Diego, CA

Regional Director – Southern California, August 2012 to May 2013

CEA is a human resource employers association that serves over 9,000 businesses throughout California. CEA is committed to providing our members with the information, clarity, and perspective they need to perform in today's business environment.

- Provided human resource consulting services to members, in all areas of human resources, including compliance, talent management, training, employee handbooks, performance management, and disciplinary practices.
- Conducted AB1825 Supervisory Harassment Prevention training to over 200 attendees per year.
- Presented quarterly employer updates to clients and prospective clients on employment law updates, disability management, and proactive employer actions to avoid litigation.

SGIS — San Diego, CA

Director, Human Resources, September 2009 to October 2010

Government contracting firm focused on providing technical employees to sites in US, Iraq and Afghanistan, for the Department of Defense, CIA, and Homeland Security, average of 750 employees, with \$100M in revenue.

- Developed performance management tools to assist managers in addressing sales team metrics and improving performance.
- Reduced turnover by 30% by focusing on improved performance feedback, employee development, collaboration, communications and employee retention initiatives.

WEBSense — San Diego, CA

HR Director, Americas February 2004 to September 2008

A global leader in web data and email security software solutions, for more than 43M employees at more than 50,000 organizations worldwide. Employee base of 1500 globally. Revenue of \$350M. Now known as Forcepoint, a Raytheon company.

- Responsible for employee relations, compensation, benefits, rewards and recognition programs.
- Created and executed strategic projects such as employee engagement survey, online global performance management, competitive compensation design, and benefits programs to promote a performance driven, customer-focused organization.
- Implemented Global on-line performance management system that led to a 95% completed appraisal rate worldwide ensuring goal setting, attainment, and adherence to corporate values.
- Developed programs and policies developed in the area of training, compensation structures, benefits packages, incentives and new-employee orientation that fostered a teamwork/open door environment conducive to positive dialogue across organization and was instrumental in retaining key employees and high performers.
- Conducted lay-offs in the Customer Care Department, Information Technology, and Software Development after acquisition of several businesses.
- Provided HR guidance, corporate training and support on compensation structure, employee survey (design, collect, analyze, action plan), HRIS, process and procedures, employee relations, HR strategic planning, performance management systems, management training, advice and counsel for our offices in Ireland, UK, Australia, China and Israel.

Pfizer La Jolla R&D — SAN DIEGO, CA

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

Pfizer La Jolla is part of Pfizer Global Research and Development, it is one of Pfizer's major R&D sites around the globe which seeks to advance scientific understanding and deliver new medicines.

- Partnered with VP of Pharm Science and executive team to create an organization proactive in addressing and responding to Pfizer and site business plans, long-term business strategy planning, retention and knowledge management.

- Created an Individual Development Planning program coaching both executives and employees to gain focus on their career goals and development needs using a competency based model.
- Created programs to broaden management development, facilitate and deliver training as necessary which provided an additional estimated savings of \$50,000.
- Conducted layoffs due to transfer of duties to corporate office on the East coast.
- Participated in Global Career Ladder Project with sites across US, UK and France.

DELL COMPUTERS — ROUND ROCK, TX

HR Generalist/Business Partner, August 1998 to May 2001

Dell Inc. is a trusted and diversified information-technology supplier and partner, and sells a comprehensive portfolio of products and services directly to customers worldwide. Revenue of \$61B.

Supported 3 segments of the IT organization which included partnering with 3 VPs, \$250 Million Salary Budget, over 60 managers and 700 employees.

- Implemented programs, providing direction and guidance during changes in organizational processes, operations, and interventions as a result turnover was reduced from 15% to a healthy 8% during a time when competitors in the industry were experiencing high turnover due to e-commerce recruiting frenzy.
- Implemented talent management strategies and activities for over 700 employees within three units including performance management, career development, succession planning, respect in the workplace, compensation planning, career ladders, competency modeling and alignment in order to create high performing, drive for results teams.
- Participated in the planning and implementation of a reduction-in-force of more than 30% of IT workforce due to market change (dot.com bust).
- Created manager manuals on Performance and Pay Management and Employee Retention to increase manager productivity and effectiveness to ensure the retention of high performing employees.

EDUCATION & CERTIFICATIONS

UNIVERSITY OF ARKANSAS AT LITTLE ROCK — Little Rock, Arkansas
 Bachelor of Business Administration — Major: Human Resource Management and Labor Relations

OF NOTE

HR Designations:

- SHRM-SCP (Senior Certified Professional), May 2015 – Present
- SPHR-CA, California Human Resource Certification, 2014 - 2017
- SPHR (Senior Professional in Human Resources), 2003 - 2006, 2013 - 2016
- Certified Employee Retention Specialist, 2000
- PHR (Professional in Human Resources), 1993 - 2000

Affiliations:

- Society for Human Resource Management (SHRM)
- San Diego Society for Human Resource Management (SDSHRM)
 - 2015 & 2016 VP, Conferences – Workplace Strategies and Law Day

Facilitator:

- SHRM Certification Preparation Courses for HR Professionals seeking SHRM-SCP or SHRM-CP designation
 - Online Fall 2016 (28 hours per session)
 - Malaysia and Indonesia Sept 2015, Aug 2016 Nov 2016, April 2017 (24 hours per session)
 - San Diego SHRM Certification Preparation Course, Spring and Fall 2015, Spring 2016 (36 hrs)
- Master Class to Malaysian HR Professionals “HR Competencies: a Road Map to Success,” Sept 2015
- Taylors University, Petaling Jaya, Malaysia – Guest Lecturer, “The Leader in You,” Sept 2015
- CalSHRM Legislative Conference, “Technical Difficulties: Recruiting and Retaining STEM Workers,” Apr 2015
- San Diego SHRM – HRCI – California Certification Preparation Program, Fall 2014
- CEA Employer’s Forum – Top Ten Legal Landmines, Spring 2013
- CEA Employer’s Forum – 2013 Employment Law Update, Jan 2013
- CEA Employer’s Forum – 2012 Managing Disabilities in Workplace, Fall 2012