



# LAURIE CHUA, SHRM-SCP

e-mail: [laurie@hrexpertopinion.com](mailto:laurie@hrexpertopinion.com) phone: 858 705-3388

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

- Highly skilled employment practice professional with over 30 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 HR Consulting business focused on employer coaching and guidance, recruiting and talent management, compensation and benefits, employment policies and practices, performance management and termination guidance.
- 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. Including facilitating the learning of entry level HR professionals by presenting the SHRM HR Essentials program for various distributors.
- 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.
- Experienced as HR Expert Witness with focus on disability discrimination, sexual harassment, and other workplace employment practices.
- Served 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*
- *Disability Accommodation and ADAAA*
- *FMLA/ CFRA Leave Compliance*
- *HR Practices and Policy*
- *Employment & Labor Compliance*

## PROFESSIONAL EXPERIENCE

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

#### Owner/HR Consultant, 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 certification designation.
- 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.
- Provided HR Expert Witness analysis for employment related litigation in the areas of disability accommodation management, sexual harassment, wage and hour compliance, wrongful termination and medical leave management.
  - 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. Acosta, June 2022, Defendant, Litigation Support
  - Carter v. DTS, September 2021, Plaintiff, Review, Report
  - Portillo vs. Mrs. Olson's, September 2022, Defendant, Deposition, Trial Testimony
  - Roth vs. Caltrans, August 2022, Defendant, Review, Settled

- McCambridge vs. NorthStar Memorial, June 2022, Plaintiff, Deposition, Litigation Support, Settled
- 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

- Responded to over 5,000 requests per year regarding employment law, compliance, employee relations, and HR best practices.
- 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 2016

*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.*

- 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 world-wide 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.
- 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.
- 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.
  - Created manager manuals on Performance/Pay Management and Employee Retention to increase manager productivity and effectiveness to ensure the retention of high performing employees.

## **ADDITIONAL WORK HISTORY**

- Borg-Warner Automotive, Blytheville, AR      Sr. HR Representative      August 1997 – July 1998
- Rank Video Services, Little Rock, AR      Sr. HR Representative      June 1995 – May 1997
- Twin City Bank, North Little Rock, AR      Staff Recruiter      August 1992 – May 1995
- Held various administrative position from 1981 – 1992 while attending college part-time.

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## **EDUCATION**

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### **UNIVERSITY OF ARKANSAS AT LITTLE ROCK — Little Rock, Arkansas**

Bachelor of Business Administration — Major: Human Resource Management and Labor Relations 1992

### **WESTARK COMMUNITY COLLEGE – Fort Smith, Arkansas (Now University of Arkansas Fort Smith)**

Associate of Arts – General Business 1984

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## **OF NOTE**

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### **HR Certifications:**

- SHRM-SCP (Senior Certified Professional), May 2015 – 2022, currently recertifying by exam Spring 2023
- SPHR-CA, California Human Resource Certification, 2014 - 2017
- SPHR (Senior Professional in Human Resources), 2003 - 2006, 2013 – 2016, currently recertifying by exam Spring 2023
- Certified Employee Retention Specialist, 2000
- PHR (Professional in Human Resources), 1993 - 2000

### **Affiliations:**

- Society for Human Resource Management (SHRM) 1992 - Present
- San Diego Society for Human Resource Management (SDSHRM) 2001 to Present
  - 2015 & 2016 VP, Conferences – Workplace Strategies and Law Day

### **Facilitator:**

- Independent Online Facilitator 2016 – Present: SHRM-SCP/CP and SPHRi/PHRi Certification Preparation Course and HR Essential Program. Hired by various organizations to facilitate 36-40 hour training programs.
- San Diego SHRM Certification Preparation Course, 2015 – 2016 12-Week Program
- Kelly Services Malaysia and Indonesia - 2015 – 2017 Facilitator for SHRM-SCP and SHRM-CP Certification Preparation Courses
- Master Class to Malaysian HR Professionals and Government Corporation – 2015 “HR Competencies a Road Map to Success,”
- Taylors University, Petaling Jaya, Malaysia – Guest Lecturer, “The Leader in You,” September 2015
- San Diego SHRM Certification Preparation Course, 2015 j 12-Week Program, Spring & Fall 2015
- CalSHRM – Legislative Conference, 2015 “Technical Difficulties: Recruiting and Retaining STEM Workers,”
- San Diego SHRM – HRCI – 2014 California Certification Preparation Program
- CEA Employer’s Forum – 2013 Top Ten Legal Landmines
- CEA Employer’s Forum – 2013 Employment Law Update
- CEA Employer’s Forum – 2012 Managing Disabilities in Workplace