

SHERI E. ROSS

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ALTERNATIVE DISPUTE RESOLUTION • HUMAN RESOURCES

MULTIDISCIPLINED, DYNAMIC ACHIEVER WITH MBA, JD AND 15+ YEARS OF PROGRESSIVE BUSINESS CONTRIBUTIONS PLUS 8+ YEARS OF EFFECTIVE ALTERNATIVE DISPUTE RESOLUTION

PROFESSIONAL EXPERIENCE

Demonstrated ability to tackle tough issues and difficult parties

LOS ANGELES COUNTY, CIVIL SERVICE COMMISSION, HEARING EXAMINER, LOS ANGELES CITY, CIVIL SERVICE COMMISSION, HEARING EXAMINER NATIONAL MEDIATION BOARD, ARBITRATOR

Conduct hearings and write decisions in cases involving employee discipline and discharge, 2011 to present

HEARING EXAMINER, City of Los Angeles, Department of Transportation – 2005 to present

City of Santa Monica, Revenue Department – 2010 to present

City of Culver City, Police Department – 2012 to present

City of West Hollywood, Department of Transportation – 2012 to present

Rendered decisions based upon written declaration or in person hearings on behalf of the Department of Transportation for cases involving appeals of parking citations; vehicle impounds and boots or tows of vehicles. Conducted hearings to take evidence and assess the credibility of witnesses and documents.

AMERICAN ARBITRATION ASSOCIATION ARBITRATOR, Expedited Commercial and Consumer, Binding and Non-Binding panels, 2008 to present

FINRA (NASD) ARBITRATOR - 2005 to present

Participated as one of three arbitrator panel in employment cases at financial service providers addressing issues such as wage and hour and sexual discrimination.

LA COUNTY SUPERIOR COURT MEDIATOR - 2005 to 2008

Mediated cases involving personal injury; medical malpractice, wage and hour, employment discrimination, business contract interpretation, and collections.

HUMAN RESOURCES CONSULTANT - California • 2001 to present

In industries including public relations, financial services, transportation services, private K-12, advertising, entertainment, and high tech engaged for:

- Employee relations oversight including employment policy interpretation, performance management, compensation management, benefits resolution and conflict resolution.
- Advised and represented employers in matters relating to Americans with Disabilities Act, Family and Medical Leave laws, Wage and Hour laws,
- Communicate and coordinate human resource programs to senior management and other employees.
- Develop and administer educational programs for employees to increase morale, improve internal and external communications and foster teamwork. Coach executives and managers

Employers include: Remote Control Productions, 5 years, music composer for film

Campbell Hall, 4 years, private K-12, www.campbellhall.com

Weiss Accountancy, 4 years, CPA firm, www.weissac.com

Reed's Ginger Brew, 2 years, manufacturer, www.reedsinc.com

Look Effects, 1 year, special effects, www.lookfx.com

SIVAUT INC - California • 1999 to 2001

VICE PRESIDENT SALES & MARKETING

Contributed vision and management expertise critical to competitive positioning, organizational efficiency and business growth. Galvanized sales and marketing effort for first mover in smart card service bureau B2B digital marketplace.

CONTINENTAL GRAPHICS - California • 1998 to 1999

VICE PRESIDENT SALES

Combined exceptional market knowledge and well-developed business sense for 68-year-old private document management operation in preparation for IPO.

GTE CORPORATION - California • 1984 - 1998

GENERAL MANAGER: Southern California

Established business goals; recruited, developed and motivated a staff of 300; direct sales, engineering and installation of voice, data and video products and services to large corporate accounts with responsibility for optimizing profit performance on \$200 Million in annual sales and meeting all organizational and customer satisfaction requirements.

PROGRAM DIRECTOR: CALNET, Los Angeles County

- Completed \$25 Million of an outstanding \$35 Million in contract work within 10 months.
- Saved GTE's professional reputation by meeting a critical, 12-month deadline.
- Negotiated customer acceptance two months into a six-month acceptance test period.

SALES ADMINISTRATION MANAGER

Selected to supervise reporting, review and analysis of sales performance, and to advise the corporation's executive officers on business strategy for the western sales region producing \$4 Billion in annual revenues.

OPERATIONS MANAGER

Directed and managed the performance of a technical services organization comprised of 160 personnel serving customers throughout the state. Negotiated collective bargaining agreements to create new job classification and eliminate existing classifications.

MAJOR ACCOUNTS SALES MANAGER

MIS ADMINISTRATOR

Private Practice, LABOR ATTORNEY 1980 - 1984

Represented employers in collective bargaining, grievance and arbitrations, administrative and court proceedings. Drafted handbooks and labor related policies. Developed and implemented performance improvement plans as part of employee discipline and pre-termination process.

National Labor Relations Board, ATTORNEY, INVESTIGATOR 1973 - 1980

Investigated and prosecuted unfair labor practice cases, drafted complaints, sought federal court injunctive relief, and drafted Regional Director Decisions in representation cases. Negotiated settlements in meritorious cases, solicited withdrawals in cases found to be without merit, conducted representation hearings and elections, investigated objections to elections and wrote Regional Director Findings on objections to elections.

EDUCATION

MASTER OF BUSINESS ADMINISTRATION

UCLA ANDERSON GRADUATE SCHOOL OF MANAGEMENT

JURIS DOCTOR

LOYOLA UNIVERSITY SCHOOL OF LAW

BACHELOR OF SCIENCE

CORNELL UNIVERSITY SCHOOL OF INDUSTRIAL AND LABOR RELATIONS