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Qualifications Summary

- Decisive, results-oriented business professional offering comprehensive experience and knowledge of human resources/labor relations, labor and employment law, arbitration/mediation and health care administration ... active involvement with EEO, Union and International Commercial Arbitration (NAFTA- GAIT) issues.
- Certified as a Labor and Employment Law Specialist; registered as an active Legal Assistant with the State Bar Association of Michigan.
- Well organized, resourceful individual who thrives on challenges and problem solving ... demonstrated ability to work independently or as a productive member in a team environment.
- Confident, persuasive communicator with excellent written and verbal skills ... build solid relationships with diverse cultures, interests and authority levels, stimulating openness and cooperation.
- Proficient with the use of computer applications as a management tool.

Career Highlights

LABOR AND EMPLOYEE RELATIONS

- Qualified as a professional mediator and arbitrator through civilian and military training and experience, as well as mediation of community, investment and personnel disputes.
- Offer sound knowledge of current laws and developments in Labor Relations, particularly of changes and trends in labor/management cooperation.
- Gained in-depth knowledge and understanding of labor unions, including their organization, development, leadership policies and objectives.
- Trained in Title VII (EEO) regarding harassment, civil rights violation, housing and employment discrimination. Settled numerous conflicts in both civilian and military environments.

ARBITRATION/MEDIATION

- Qualified as a professional arbitrator with the American Arbitration Association, State of Michigan and other organizations, through extensive training and *11 years* experience.
- Selected by clients to chair cases involving collective bargaining, absenteeism, employment eligibility, lost work and grievances on contract administration:
- Resolved disagreements without reversal at various steps of the process and at the arbitration/mediation level.
- Arbitrated resolved multi-million dollar cases involving improper investment procedures and suits for illegal employment practices.

HUMAN RESOURCES

- Exercised a full range of human resource management responsibilities, including recruiting, compensation and benefits administration, collective bargaining, interpretation of personnel policies and bargaining agreements.
- Supervised staff and analysts evaluating program requirements and providing cost/feasibility feedback to client companies.
- Advised management on Federal and State laws and regulations, wage and hour, EEO compliance, NLRB and court decisions; educated administrators on preventive labor relations approaches to personnel and administered grievance procedures.
- Head mediator for the entire process.

Career History

<i>BLUE CROSS AND BLUE SHIELD OF MICHIGAN</i> Human Resources — Labor Relations Specialist	1981- 1999
<i>UNIVERSITY OF CALIFORNIA AT IRVINE MEDICAL CENTER, Orange, CA</i> Personnel Assistant	1979 - 1981
<i>OSWALD D. HECK DEVELOPMENT CENTER, Albany, NY</i> Assistant Deputy Director	1976 - 1978
<i>MARTIN LUTHER KING, JR. GENERAL HOSPITAL, Los Angeles, CA</i> Administrative Assistant — Personnel Department	1973 - 1975

Major Job Functions

- Represent management in labor negotiations, conferences and grievance hearings.
- Conduct hearings, investigations and formulate management response to individual and union grievances.
- Resolve complex issues relative to the application of rules, policies and procedures.
- Consult with, advise and furnish information to division and department heads and human resources providers on labor relations issues.
- Compile and prepare general and technical information for labor negotiation proceedings.
- Investigate and reply to inquiries to inquiries and complaints challenging policies and management actions.
- Serve on committees and teams for special projects and initiatives,
- Participate in joint activities with other department functions to address labor relations issues.

Education

UNIVERSITY OF SOUTHERN CALIFORNIA, Los Angeles, CA
Master of Business Administration

CALIFORNIA STATE UNIVERSITY, Los Angeles, CA
Bachelor of Arts — Health and Safety Administration

WAYNE STATE UNIVERSITY, Detroit, MI
Post-Bachelor's studies — Social Studies
Dispute Resolution Certification Program

NEW YORK UNIVERSITY, LAW SCHOOL
Labor & Employment Law
Collective Bargaining
Alternative Dispute Resolution

Additional Training

Numerous workshops, seminars and conferences relative to:

- Certified Employee Benefit Specialist
- Advanced Arbitration/Mediation Training
- Wayne County Circuit Court
- National Bar Association
- U.S. Postal Service
- State Bar of Michigan
- Labor Relations
- Employment Dispute Resolution,
- Benefit Plans
- Act 312 Arbitration Fact Finding Grievance Arbitration

Affiliations

American Arbitration Association	Federal Mediation & Conciliation Service
Nationals Association of Security Dealers	National Center for Dispute Resolution
Industrial Relations Resource Association	National Mediation Board
Society of Professionals In Dispute Resolution	Michigan Employment Relations Commission
Association for Conflict Resolution	Better Business Bureau

Certification and Training

The Uniform Mediation Act: The Role of Professionals in Mediation	May	20	2009
Foreclosure Mediation Training	May	20	2009
American Health Lawyers Association - Medical Mediation Training	February	12,	2009
Mediation Essentials Training	February	12, 13	2009
State Bar of Michigan - Act 312 Arbitration, Grievance Arbitration	September	6,	2008
Foreclosure Mediation	October	18,	2008
State Court Administrative Office	November	6,	2005
Selective Service System	December	17,	2003
Michigan Civil Court - Mediation	June	1,	2001
Walsh College Negotiating Skills	February	17,	2000
Walsh College - Conflict	February	9,	2000
Michigan State University School of Labor & Law	June	6,	2000
New York Stock Exchange - Arbitration	August	5,	1999
United States Postal Service-Transformation Mediation	May	21,	1998
Department of Veterans Affairs - mediation skills	April	24,	1998
Lawrence Tech University - Negotiation	October	14,	1997
Defense Equal Opportunity Management Institute	November	13,	1997
National Mediation Board	October	17,	1996
Stetson University - College of Law	January	19,	1995
National Association of Securities Dealers	November	16,	1995
American Society of Employees	October	20,	1995
American Mediation Association Civil Mediators	January	1,	1995
Walsh College - Employee Lawsuits	October	12,	1994
Walsh College - Employee Benefits/Plans	August	31,	1994
United State, Army Hostage Negotiations	April	22,	1994
Argenbright International Training Inst-Hostage Negotiation	April	22,	1994
Community Dispute Resolution Center - Mediation	October	15,	1992
American Arbitration Association Arbitration/Mediation	September	24,	1992
Wayne State University School of Labor Law	March	20,	1990
Wayne State University Labor Studies	March	21,	1990
The National Center for Dispute Settlement	July	30,	1990
Harvard Law School- Program on Negotiation - Collective Bargaining	May	7,	1990
National Association of Securities Dealers	March	1,	1989
National Panel of Consumer Arbitrators	August	1,	1988
BBB Advanced Arbitrator Training	August	1	1988
University of Detroit - School of Law - Labor Law	October	25,	1985
Oakland University - Grievance Handling	November	3,	1981