

JOYCE M. FULLER

6230-A Wilshire Blvd. ♦ Los Angeles, CA 90048

(213) 840-5922

joyfull6@aol.com

HUMAN RESOURCES PROFESSIONAL

Dedicated HR professional with over eighteen years experience managing a full spectrum of human resources programs, services, and functions. Possesses strong command of human resource federal, state and local employment laws, compliance and safety issues, as well as benefits and healthcare management.

EDUCATIONAL TRAINING:

Chapman University, Orange, CA. 1998 – MA, Organizational Leadership

National University, San Diego, CA. 1992 – BBA, Human Resources Management

PROFESSIONAL EXPERIENCE:

Southern California Edison

Human Resource Consultant/Professional Recruiter

Rosemead, California

March 2007 to January 2008

- ♦ Full-cycle recruitment for utility environment.
- ♦ Responsible for the development and implementation of recruitment strategies, workforce planning/forecasting analyses.
- ♦ Coordinated employment activities, including reviewing employment applications/resumes, evaluating qualifications and referring candidates to hiring managers.
- ♦ Advised and consulted with executives and senior management regarding their leadership and operational staffing forecasts and needs.
- ♦ Ensured proper implementation of internal and external staffing benefits and policies and programs as it related to relocation packages and negotiating appropriate compensation for external and internal job offers.

The Home Depot Company

Human Resources Manager

Inglewood, Cypress, Santa Clarita & Westwood , CA

March 2002 to –October 2006

- ♦ Assisted & supported a staff of 200 + managers and employees regarding personnel issues.
- ♦ Developed, recommended, & implemented employment policies/procedures in compliance with all applicable state and federal laws.
- ♦ Implemented and drove HR Performance Review process to accurately assess talent.
- ♦ Assessed employee training for quality to ensure appropriate execution and delivery.
- ♦ Advised managers on employee relation issues to minimize employee behavior problems.
- ♦ Partnered with and counseled management on positive, progressive discipline counseling and termination processes.
- ♦ Drove store's human resource's performance review process to accurately assess talent.
- ♦ Managed company's benefits plan including health, 401(k) & Workers Compensation Program.
- ♦ Oversaw Affirmative Action and Diversity Programs & responded to unemployment insurance matters.
- ♦ Responded to employee questions regarding personnel policies, procedures, researched and disseminated timely information to managers and employees on an on-going basis.

Mycom North America
Human Resources Manager

El Segundo, CA – Start-up Telecommunications Co.
 January 2001 to January 2002

- ◇ Developed, recommended, & implemented employment policies/procedures in compliance with all applicable state and federal laws.
- ◇ Aligned human resource strategies with operational business direction and goals.
- ◇ Created staffing strategies utilizing a mixture of employees and out-sourcing, thus reducing both risk and operational cost.
- ◇ Implemented hiring database system tracking the process of applicants from consideration to hire including but not limited to H1-B Visa's processing.

The Home Depot Company
Human Resources Manager

Inglewood, Cypress, Santa Clarita & Westwood, CA
 January 2001 to January 2002

- ◇ Evaluated work content for all employees for safety risk and established safety/loss control program to reduce risk and control cost of worker's compensation.
- ◇ Advised managers on employee relation issues to minimize employee behavior problems.
- ◇ Administered COBRA process for terminated employees.
- ◇ Research, selected, and managed health (medical, dental, & vision) benefits program.
- ◇ Designed and implemented employee referral incentive program.

CBS Corporation, Television City
Human Resources Coordinator

Los Angeles, California
 May 2000 to January 2001

- ◇ Implemented new procedure for distribution of all employees' monthly attendance reports.
- ◇ Managed the administration of over 20 different bargaining union agreements.
- ◇ Audited employee service credit system according to ERISA guidelines and regulations.
- ◇ Managed Short Term Disability process.
- ◇ Assisted with coordinating employment job fair activities.
- ◇ Processed employment verification requests.
- ◇ Conducted in-depth potential new hire reference checks.

Entertainment Industry
Human Resource Consultant

Burbank, Los Angeles, & Glendale, California
 September 1999 to May 2000

- ◇ Maintained prospect and client computer database.
- ◇ Compiled seasonal tracking data for television sitcoms.
- ◇ Coordinated correspondence for preparation of Teacher's Award Program.
- ◇ Provided budget and financial assistance.
- ◇ Assisted in the tracking and fulfillment of all contracts, deal memos, and sales efforts.
- ◇ Assisted vice president with written employee performance appraisals.

Vought Aircraft Industries, Inc. (formerly Northrop Grumman)**Hawthorne, California***Training Specialist (Sr. Training Rep. 8/95 - 4/97)*

April 1997 to April 1999

Organizational Development & Training

- Led the design, development, and implementation of the management/supervisory training program, which resulted in over 95% attendance, participation, and completion.
- Developed and implemented the 747 A&P certification recruitment program.
- Led the efforts to identify cutting edge sourcing techniques to generate diverse, qualified candidate pool to fill technical/professional positions.
- Developed relational training database system to efficiently track division-wide employee training records in addition to instructing industrial training classes.
- Managed on-going training needs & training budget for over 2,200 employees
- Assisted with health and safety initiatives to ensure all requirements for OSHA were met.
- Managed company's educational reimbursement program.
- Program manager for the scheduling logistics, counseling and recognition process for company's uniquely designed certification program in collaboration with local universities.
- Assisted with health and safety initiatives to ensure all requirements for OSHA were met.
- Designed and facilitated employee orientations for new and transferred employees.
- Reviewed and updated standard policies and procedures in line with contractual customer requirements.

SOFTWARE SKILLS:

Proficient in Windows XP, MS Office 2005 (Word, Excel, Power point), Email (Outlook/Outlook Express and Lotus Notes), Internet Searches, IBM & Macintosh PC & Networking environments (Oracle, People Soft, Hiring Gateway; Human Resource Information Systems (HRIS)

REFERENCES:

Professional references provided upon development of mutual interest.