

# JOHN SHEA

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Seasoned and driven Human Resources, Employee Management, Safety and Payroll professional with decades of combined experience. Outstanding track record of building strategic systems and processes that effectively and efficiently support the Mission and Vision of the organization. These include the reduction of employee related compliance risks, development processes, management best practices, cost controls including labor to revenue ratios. Confidently interact and advise at the C-Level to assist in maximizing employee performance while control the inherent risks of being an employer.

## HUMAN RESOURCES – WORK HISTORY

- ◆ Over 2200 favorable unemployment claim ruling in the last three years through cutting edge progressive discipline and management strategies.
- ◆ Disputed 142 Unemployment Claims in 2009 with a 98.4% success rate.
- ◆ Eleven UI Appeal Hearings in 2009 with a 100% win record
- ◆ Effectively managing employee performance changes most unwanted behavior and minimizes turnover. It also works to defend UI Claims when done properly.
- ◆ Created job descriptions that articulate quantifiable standards of performance
- ◆ Clearly defined roles and responsibilities for each job.
- ◆ Developed Reviews that exactly match each standard of performance for each position
- ◆ Established clear lines of accountability, development needs and mentoring process
- ◆ Franchise Customer Service scores increased in 2008, 2009 and 2010
- ◆ Implemented a Labor Cost to Revenue budget with accompanying pay practice that increased productivity by 23% and improved profitability
- ◆ Improved selection and screening process to improve probability to successful hire
- ◆ Implemented training and mentoring process to speed development and efficiently determine new hire probability of success. Turnover past 90 days reduced by 22.5%
- ◆ Division of Labor Standards and Enforcement – CA Labor Board: Successfully defended more than 15 Labor Board Claims since 2005
- ◆ Department of Fair Employment and Housing – Discrimination: Successfully defended nine claims of discrimination since 2005

## HR SKILLS

*HR Department Startup*  
*Employment Law*  
*FMLA/ADA/EEO/WC*  
*Mediation & Advocacy*  
*HRIS Technologies*

*Staff Recruitment & Retention*  
*Employee Relations*  
*Unemployment Insurance Experience*  
*Benefits Administration*  
*HR Program/Project Management*

*Labor Board Claim Expertise*  
*Training & Development*  
*Performance Management*  
*Organizational Development*  
*HR Policies & Procedures*

## SAFETY COMPLIANCE – WORK HISTORY

- ◆ Development and implementation of Safety and Health Programs that have resulted in Golden Gate Awards from Cal OSHA in industries such as Manufacturing, Construction, and Towing.
- ◆ Over 250 Forklift Operators Certified in Accordance with Cal OSHA Standards.
- ◆ Over 100 Accident Investigations performed that resulted in Worker's Compensation Claim Denial.
- ◆ Over 1000 Workers' Compensation claims managed and closed in the interest of controlling the claim and employer costs. Overall reduction of 15% in client experience modification ratings.
- ◆ Drug and Alcohol Program implementation and management that meets or exceeds FMCSA standards and has generated a savings of over \$10,000.00 annually for individual employers.
- ◆ Over 10,000 Loss Control Inspections performed in the same manner of Cal OSHA Enforcement. Applicable industries include Towing, Construction, Manufacturing, and Healthcare.
- ◆ Wrote over 100 Injury Illness Prevention Programs for a variety of industries including Towing, Construction, Manufacturing, Healthcare, and Educational Institutions.

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## SAFETY SKILLS

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<i>Hazard Communication/MSDS</i>	<i>Mock OSHA Compliance Inspections</i>	<i>Industrial Truck Operator Certifications</i>
<i>Industrial Noise Monitoring</i>	<i>Air Sample Testing</i>	<i>Permit Required Confined Spaces</i>
<i>WC Claims Management</i>	<i>WC Claims Audit</i>	<i>Injury &amp; Illness Prevention Plan</i>
<i>BIT Audit Preparation</i>	<i>Respiratory Fit Testing and Assignment</i>	<i>DOT Compliance</i>
<i>Hazardous Materials Business Plan</i>	<i>Lock Out Tag Out</i>	<i>OSHA Compliance Policy Development and</i>
<i>Hearing Conservation</i>	<i>Heat Illness Prevention</i>	<i>Implementation</i>
	<i>FMCSA Drug and Alcohol Testing</i>	

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## EDUCATION & CERTIFICATIONS

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### BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION

**Emphasis: Human Resources**

California State University  
College of Business Administration ▪ Sacramento, CA

### BACHELOR OF SCIENCE IN INDUSTRIAL TECHNOLOGY

**Emphasis: Industrial Education**

California Polytechnic State University  
Orfalea College of Business ▪ San Luis Obispo, CA

### MASTERS DEGREE IN BUSINESS ADMINISTRATION

**Emphasis: Business Strategy and Marketing**

St. Mary's College of California  
School of Economics and Business Admin ▪ Moraga, CA

### CERTIFIED PAYROLL PROFESSIONAL (CPP)

**National Certification**  
American Payroll Association

### CERTIFIED SAFETY PROFESSIONAL (CSP)

Board of Certified Safety Professionals

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## OF NOTE

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### Professional Development:

CompUSA Executive Development Program

Dallas, Texas

Selected by CompUSA's senior management committee through the executive succession planning process to participate in the company's elite Executive Development Program. Completed with distinction a six-month training program in Dallas, Texas for Vice President candidates. The rigorous training curriculum led by industry experts and the company's top management tier included: Sales, Business Strategy, Negotiation techniques, Customer Service theory and practice, Real-estate site appraisals, Cash Flow and more.

### Speaking Engagements:

Lecturer at numerous business forums regarding human resources outsourcing effectiveness, workers' compensation cost controls, leadership skills, labor law compliance and profitable employee management: Sacramento Metropolitan Chamber of Commerce, South Placer Economic Advisory Council, California Tow Truck Association, Western States Convention, Chino Valley Chamber of Commerce.

### Affiliations:

- ◆ Society for Human Resource Management (SHRM)
- ◆ Zenger-Miller Training Certification (Frontline Leadership, Team Leadership)
- ◆ Decker Communications, Inc. (Executive Coaching Program)
- ◆ Pacific Resources Education Program (Cultural Diversity Training Certification)
- ◆ California Chamber of Commerce

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## TOO GOOD TO BE TRUE?

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The purpose and intent of this resume is to not only paint an accurate depiction of work history, but to point out there are options for small and mid-sized employers seeking a high-level strategic Human Resources Director or Manager. It is not intended to be misleading. For one person to possess all the above accomplishments is not unrealistic, but it would come at a significant six-figure compensation package. For many small and mid-sized employers, this may be outside of their budget. As part of your due diligence, we encourage you to investigate Employer's Guardian, the "person" this resume actually depicts. While John is a real person, he is not for hire. But his company is, and at a price point significantly less than your budgeted expense for a headcount replacement or increase. This savings however does not have to come at the expense of competence as demonstrated above. To investigate Outsourcing as an option, please contact John today.

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