

## Education

### California State University, Long Beach

Sept. 2004—Dec. 2007

*Master of Arts in Industrial/Organizational Psychology*

G.P.A.— **4.0**

#### Courses Completed

- Personnel Selection
- Organizational Behavior
- Teams & Large Group Interventions
- Data Analysis using SPSS Statistical Software
- Multiple Regression/Correlation Analysis
- Statistical Design & Analysis (ANOVA/ANCOVA)
- Test/Survey Development
- Issues in Organizational Development
- Performance Appraisal in Organizations
- Practicum/Internship (*Santa Barbara Bank & Trust*)
- Training in Organizations
- Thesis Complete: *Interviewee Perceptions of Structured and Unstructured Interview Questions*

### California State University, Long Beach

Sept. 2001—Dec. 2003

*Bachelor of Arts in Psychology--Cum Laude*

### Seattle Pacific University

Sept. 2000—May 2001

## Work and Field Experience

### Director of Human Resources

June 2006-Current

*Human Resources Dept., Smith-Cooper International*

Developed an entire HR department from the ground up and currently oversee all HR functions for 5 branches nationwide.

Duties: Apply knowledge of both federal and state employment laws; assist in the development, implementation and maintenance of personnel policies, rules, and guidelines; effectively manage employee relations issues; formulate and implement structured recruitment programs and interviews; develop job descriptions and salary structures; manage all benefits including medical, dental, EAP, payroll and 401k; process workers comp claims; assist in emergency preparedness implementation and training.

#### **Accomplishments/Projects Completed**

- Development and implementation of an effective communication skills training for all supervisors and managers.
- Development and implementation of an effective recruitment and interview training guide for all supervisors and managers.
- Development and implementation of a quarterly goal setting and annual performance appraisal system for all locations nationwide.
- Development and administration of a departmental satisfaction survey for staff.
- Coordinated the employee transition for 2 separate acquisitions, which added 85 new employees to the organization. Transition efforts included benefits orientation as well as organizational development tactics to integrate the new staff into our organizational culture, practices and policies.
- Coordinated the state required harassment prevention training for all supervisors and managers.
- Coordinated trainings for staff including diversity training and conflict resolution training.
- Assisted in the development of the company wide employee handbook.

### Employee Development Intern

June 2005-Dec. 2005

*Human Resources Dept., Santa Barbara Bank & Trust (SBBT)*

Duties: Assisted in the coordination of team building and change management workshops; conducted needs assessments; developed and administered surveys; assisted in recruitment and interviewing; completed a project on Generational Differences in the Workplace which was presented to the entire senior leadership team and CEO of SBBT.

**Psychological Testing Intern**

Nov. 2002-Dec. 2003

*Veteran's Affairs Hospital, Long Beach, CA*

Duties: Administered and scored psychological tests for patients (IQ, memory loss, personality, and neuropsychological testing); conducted research for two separate research projects; entered and analyzed data using SPSS statistical software.

**Publications/Research Experience****Research Assistant**

Nov. 2002-Dec. 2003

*Veteran's Affairs Hospital, Long Beach, CA*

- Lopez, M., Charter, R., Mostafavi, B., Nibut, L., Smith, W. (2005). Psychometric properties of the Folstein Mini-Mental State Examination. *Psychological Assessment, 12*(2), 137-144.  
Duties: Collected, scored, and analyzed archival data using SPSS statistical software; participated in the write-up of the manuscript; submitted the results at the Spring 2003 Psychology Day Conference at CSULB.
- **Investigation of psychometric properties of the Bender/Gestalt**  
Duties: Scored 293 tests that had been previously completed by past patients; entered and analyzed the data using SPSS statistical software.

**Research Assistant**

Aug. 2003-Jan. 2004

*Dr. David Whitney, Dept. of Psychology, CSULB*

- **Geo-Science Diversity Enhancement Research Project**  
Duties: Administered and scored surveys; conducted and transcribed focus group interviews.

**Knowledge/Skills/Abilities**

- |                                   |  |
|-----------------------------------|--|
| • Employment law                  | • Recruitment & interviewing                           |
| • Employee relations              | • Survey development & administration                  |
| • Workers compensation            | • Facilitating focus groups                            |
| • Payroll & benefits              | • Conducting empirical and field research              |
| • Training & employee development | • Statistical analysis using SPSS statistical software |
| • Conducting job analyses         | • Microsoft Office (Word/Excel/PowerPoint)             |
| • Conducting needs assessments    |  |

**Organizational Affiliations**

- Affiliate of Personnel Testing Council-Southern California (PTC--SC)
- Affiliate of Society for Industrial/Organizational Psychology (SIOP)
- MA I/O Committee Student Representative-CSULB (2004-2005)
- President of Psychology Student's Association (PSA) – CSULB (2002-2003)
- Representative of PSA for the College of Liberal Arts – CSULB (2002-2003)

**Honors and Awards**

- Phi Delta Gamma Graduate Honor Society, CSULB--2006
- Distinguished Student in the College of Liberal Arts, CSULB--2003
- Psi Chi Honor Society, CSULB--2003
- Golden Key International Honor Society, CSULB--2002
- President's List, CSULB--2001-2002

*References and work samples available upon request*