

# MAURICE PHILLIPS

HUMAN RESOURCES LEADER

## PROFILE

Strategic, resourceful, innovative human resources leader with a reputation for integrity, initiative, and a results-driven work ethic. Strengths include building strong teams, designing innovative talent practices, fostering employee satisfaction, and nurturing a positive company culture.

## CONTACT

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## SKILLS

### PROFESSIONAL

ATS implementation

HRIS implementation

Performance reviews

Employee relations

Employment brands

Performance escalations

Employee investigations

### TECHNICAL

Windows, Mac, and Linux

Microsoft Office suite

Google Workspace suite

## LANGUAGES

### ENGLISH

Native

### SPANISH

Intermediate

## EXPERIENCE

### HUMAN RESOURCES MANAGER – NEW YORK, NY

TSG ESQUIRE DEPOSITION SOLUTIONS | FEB 2020 – present

I execute the strategic HR initiatives for a leading national provider of legal and deposition services.

- Draft and enforce company policies and practices.
- Support employee relations issues and lead investigations.
- Provide support and guidance to management and other staff in dealing with complex, specialized, and sensitive matters.
- Administer and execute tasks in delicate circumstances, such as providing reasonable accommodations, investigating allegations of wrongdoing, and terminations.
- Assist the leadership team to understand and execute the organization's HR and talent strategy, particularly as it relates to current and future talent needs, recruiting, retention, and succession planning.
- Source, screen, interview, and hire candidates.
- Manage the performance review and performance escalation processes.

### CUSTOMER SERVICE MANAGER – Q.ROO, MEXICO

NECKER MARKETING | JAN 2018 – FEB 2020

Managed a Mexico-based customer service department of a U.S. headquartered retail e-commerce business.

- Supervised day-to-day operations of a busy customer service team that processed online orders across dozens of e-commerce websites, preventing fraud and ensuring accuracy.
- Made outbound fraud prevention calls, and took inbound calls to remedy order and shipping issues.
- Recruited, hired, trained, mentored, and developed a Customer Service team.
- Worked with Magento, Shopify, Volusion, WordPress, and ShipWorks.

## EXPERIENCE (CONTINUED)

### **DIRECTOR OF HUMAN RESOURCES – LOS ANGELES, CA**

SCHLEP & FETCH | DEC 2014 – JAN 2018

Led the routine functions of the HR department for Los Angeles' largest app-based courier and black label food delivery service.

- Directed recruitment, onboarding, employee engagement, discipline, retention, record keeping, compliance, and compensation for more than 120 courier drivers and office staff.
- Prepared schedules for dispatchers and drivers.
- Responsible for leading and implementing employment and labor relation strategies.

### **REAL ESTATE AGENT – HOLLYWOOD, CA**

KELLER WILLIAMS | FEB 2012 – JAN 2015

Real estate agent specializing in the ultra-luxury rental market in Laguna Beach and Los Angeles.

- Contacted property owners and advertised services to solicit property listings.
- Coordinated property closings. Oversaw the signing of documents and disbursement of trust funds.
- Prepared documents such as representation contracts, purchase agreements, and leases.
- Coordinated maintenance, emergency repairs, and damage control work.
- Successfully mediated landlord-tenant disputes.
- Developed strong rental agreements that protected our landlords from litigation.

### **REGIONAL SALES MANAGER – LAGUNA BEACH, CA**

ILOVEINNS.COM | SEPT 2005 – DEC 2013

Combined entrepreneurial drive with business management skills to lead a business development strategy for an online marketplace for bed and breakfasts, inns, and tourism activities.

- Implemented and led a team of independent contractor salespeople; more than doubled company revenue.
- Responsible for shifting the company's main source of income from Fortune 500 national brand promotions to advertising sales.
- Improved sales tools by constantly reassessing and modifying techniques.
- Gained experience in book publishing, search engine optimization, managerial and HR skills, and customer relations techniques.
- Interviewed, hired, trained, mentored, coached, and evaluated the performance of a 25-person sales team.

## CERTIFICATIONS

NY Notary Public

ID: 01PH6433379

CA Real Estate License

BRE: 01916101

## E - RESUME

