

MAURICE PHILLIPS

HUMAN RESOURCES LEADER

PROFILE

Strategic, hands-on HR leader with 10+ years building scalable people operations across growth and post-acquisition environments. Depth in M&A integration, multi-state compliance, HRIS and ATS implementations, recruiting operations, performance management, and employee relations. Trusted partner to executives. Comfortable moving from roadmap to rollup-your-sleeves execution. Data-literate and process-driven. Trusted HR partner to executive teams supporting 500+ employees across multi-state operations.

CONTACT

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New York, NY

SKILLS

PROFESSIONAL

HR Business Partnering

People Operations

Recruiting Operations

High-volume Hiring

HRIS Implementation

ATS Administration

Leave Programs

Employee Relations and
Investigations

Policy and Handbook
Development

Training and Enablement

HR Metrics and Reporting

Multi-state Compliance

Onboarding and Offboarding

Culture and Engagement

EXPERIENCE

INDEPENDENT HR CONSULTANT – NEW YORK, NY

CONTRACT & PART-TIME ENGAGEMENTS | MAR 2025 – PRESENT

- Built light-weight HR operating models for small companies, covering recruiting workflow, onboarding, and policy hygiene.
- Cleaned HRIS records and documented core processes to reduce rework and improve data trust.
- Streamlined scheduling, payroll, and compliance tasks to shorten cycle times.

HUMAN RESOURCES MANAGER – NEW YORK, NY

TSG / ESQUIRE DEPOSITION SOLUTIONS | FEB 2020 – FEB 2025

- Led HR operations through acquisition, moving from a 50 to 75 person team to integration within a 500 to 750 person enterprise.
- Implemented BambooHR end to end, including config, permissions, workflows, training, and rollout.
- Used Paycom for workflow design and reporting, giving leaders faster visibility.
- Built in-house recruiting with Workable, cutting agency fees by 60 percent and time-to-hire by 25 percent.
- Managed complex employee relations matters and investigations and coached managers on risk and documentation.
- Administered FMLA, ADA, USERRA, and state programs including SDI and PFL across multiple jurisdictions including New York, and California.
- Ran performance cycles with PerformYard, aligning goals, feedback, and calibration with business rhythms.
- Standardized policies and handbooks to align legacy and acquiring company practices.

EXPERIENCE (CONTINUED)

CUSTOMER SERVICE MANAGER – Q.ROO, MEXICO

NECKER MARKETING | JAN 2018 – FEB 2020

- Managed a five-person support team for a U.S. e-commerce business handling 2,000 plus weekly orders.
- Oversaw daily queue management, order accuracy, and fraud controls to protect margins and CX.
- Hired, trained, and coached the team with clear SLAs and QA feedback loops.

DIRECTOR OF HUMAN RESOURCES – LOS ANGELES, CA

SCHLEP & FETCH | DEC 2014 – JAN 2018

- First HR hire. Built people operations from zero to a functioning model across recruiting, onboarding, and compliance for a 120 plus workforce.
- Partnered with leadership to set expectations for managers, improve engagement touchpoints, and reduce avoidable ER issues.
- Kept fast-moving operations aligned with California employment requirements.

REAL ESTATE AGENT – HOLLYWOOD, CA

KELLER WILLIAMS | FEB 2012 – JAN 2015

- Represented luxury rentals in Laguna Beach and Los Angeles. Drafted and negotiated leases and handled closings.
- Mediated landlord and tenant issues and strengthened lease language to reduce disputes.

REGIONAL SALES MANAGER – LAGUNA BEACH, CA

ILOVEINNS.COM | SEPT 2005 – DEC 2013

- Proposed and launched the company's first dedicated sales division, building the team and processes from the ground up.
- Designed a full sales strategy focused on digital advertising and partnerships, shifting revenue streams from brand promotions to advertising sales.
- Recruited, trained, and led a high-performing team that sustained company revenue within two years.
- Created customer retention initiatives that increased renewal rates by 45 percent and strengthened long-term client relationships.

LANGUAGES

ENGLISH

Native

SPANISH

Intermediate

CERTIFICATIONS

NY Notary Public

SHRM-CP preparation in progress