

Biography for CADRe

Wide ranging professional experience is the foundation of my success as a seasoned neutral, evaluator, arbitrator, and hearing officer. My breadth of expertise extends into labor and employment, academia, finance, corporate communication, entertainment, retail, and marketing. Experience gained in these varied industries supports my keen perspective of people, business, and life. Always known as a thoughtful listener, evaluative and critical with facts and details, as well as 'in-tune' to the subtleties and nuances of human behavior, participants appreciate my thoughtful protocol that yields informed decisions and acceptable outcomes. I am enthusiastic about equity and work with fervor to address all interests.

Since 2006 I have either mediated or arbitrated over 1700 cases with a primary focus on Employment and Labor issues, Business, Civil Harassment, Inter-Generational Family, California Worker's Compensation, and a smattering of Automobile, Premises Liability, and Real Estate related matters. I have mediated over 800 cases regarding the Employment and Labor arena. As an instructor and trainer of mediators, I have overseen and conducted more than 200 landlord/tenant cases in the Los Angeles and Ventura County Superior Courts. In addition to my private practice, I currently serve or have served as a panel mediator, arbitrator, or hearing officer for the following:

- County of Los Angeles - Department of Human Resources - Dispute Resolution Mediation Program
- County of Los Angeles Pilot CSC Mediation Program
- County of Los Angeles - Civil Service Commission - Hearing Officer
- Los Angeles County Superior Court
- Ventura County Superior Court
- Santa Barbara County Superior Court
- California Department of Fair Employment and Housing
- Equal Employment Opportunity Commission
- State of California Court of Appeal Second Appellate District
- State of California Mandatory Fee Arbitration Program
- United States Department of the Air Force
- United States Department of Defense
- United States Department of the Interior
- United States Department of the Navy
- United States Geological Survey
- United States National Park Service
- United States Social Security Administration
- United States Department of Veteran's Affairs
- Ventura County Bar Association Client Fee Disputes Arbitration Program
- County of Ventura Mobile Home Rent Review Board

- Financial Industry Regulatory Authority - “FINRA” - Mandatory Arbitration Program
- Arbitrator for “Mock” Arbitrations

Since becoming a contract mediator with The County of Los Angeles, I was active in conducting mediations for the County Pilot Mediation Program, Civil Service Commission. This program provides an additional avenue for remedy within the County Hearing Appeal process resulting in a mutually agreeable ‘modified’ outcome or a sustained County decision.

My philosophy and approach to conducting a General Manager’s hearing is simple and straightforward. They all begin with respect; Respect for the parties attending the hearing as well as making sure there is respect for the administrative process and my role as well. I follow that with active listening and acknowledge that all the parties are being heard and have the opportunity to voice what they feel is important to them regarding their case at hand and allowing for the ability for meaningful yet opposing testimony to be heard and give them equal footing in that aspect. I ask questions that advance the issues of the case and obtain information enabling me to decide after the hearing has concluded. Lastly, and there is no exact measurement, but I utilize, compassion, patience, understanding, empathy, and non-judgmental behavior to make the process less daunting, user friendly, and welcoming whether it is one witness or fifty witnesses that wish to testify at their hearing.

In March of 2020, I took an online course to become a certified Federal EEO Investigator. Some of the areas highlighted were the review of documents, testimony, finding of facts, and conclusions of law. There is a great deal of overlap where the awareness and strengthening of these areas will be immensely helpful in advancing the goals of conflict resolution. Since the certification, these new and improved tools have helped me analyze, and work with the parties to craft the appropriate settlement terms that will work for everyone.

Diversity Experience

Flexibility and respect for the diversity of each individual is key to reaching mutually satisfying agreements and understanding. As a professor at California State University, Northridge, Tseng College, I taught *Worker’s Compensation Law* and *Mediation and Conflict Resolution* courses. My course curriculum focused on not just on the ‘*letter of the law*’ but on each individual, each unique case. Consideration and accommodation for cultural similarities and differences are a critical component to all General Manager hearings I facilitate.

As a hearing officer, mediator, and arbitrator, I am sensitive to the language barriers that may arise. Often language interpreters are an integral component of the resolution process. (Spanish, Korean, Japanese, Chinese, Farsi, Armenian, Tagalog, Russian, Vietnamese, and Sign Language.) and give them the respect that they deserve.

Personal Statement

Integrity, ethics, professionalism, and service are my benchmark. I am proud that I often hear from both sides of the table during a General Manager's hearing that participants feel '*heard*,' and more importantly, '*listened to*' as I work to craft, and make a final determination regarding their matter.

With an unbiased ear, and a wide breadth of knowledge, training, and expertise from both the public and private sector I will continue to be an asset for the Santa Barbara Superior Court CADRe Program.