

MARLENE ZAGON, SPHR

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Human Resources Consultant/Business Partner – A multifaceted HR Leader acting as a catalyst for successfully driving and managing change with special depth in employee relations; conflict resolution; international human resources; compensation and benefits; employee training; performance management and talent acquisition.

Summary:

- Highly knowledgeable in international employment matters, immigration issues including H1-B, L1, and TN's, Green Cards, employee relations, performance management, employment law, compensation and benefits development and administration, policy development, and training and development.
- In-depth knowledge of changing regulations, policies, and procedures pertinent to all aspects of HR management.
- Able to introduce organizational change with sensitivity toward the needs of the individual as well as the organization.
- Excellent organizational and multi-tasking skills
- Ability to work with all levels within an organization

Experience:

- **SDHR Consortium, LLC** – San Diego, CA – 2010 – **Managing Director** – Consortium of HR professionals working collaboratively with small organizations to align their strategic goals with the development and growth of their talent community
- **Irdeto USA**
 - **Entriq, Inc.**
 - **IBS Interpret, Inc.**
 - **DayPort, Inc.**
 - **Irdeto, Seattle Group**
 - **Cloakware USA**
 - – Carlsbad, CA – 2004 – 2010– **Director, Talent Community** – International software development company in the online media market with offices in the US, UK, Germany, The Netherlands, China, Australia, and Singapore
 - Strategic business partner
 - Work closely with senior management
 - Executive and manager coaching
 - Built up offices in China, South America and the UK
 - Successfully initiated, managed, and completed strategic planning for the migration from a PEO to company structured and managed compensation, benefits, and payroll
 - Integral part of the Merger & Acquisition Team and reviewed and analyzed due diligence data, identified synergies and provided a seamless and successful merger of employees
 - Manage benefit plans including ongoing design of company's 401K plan
 - Streamlined processes including applicant tracking (OpenHire), performance and compensation management (SuccessFactors) and HRIS (Great Plains)
 - Formalized the recruiting process and all but eliminated the use of outside recruiters saving the company almost \$500,000 in the first year after implementation

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- Developed and implemented merit based compensation and incentive plans
 - Lead on all HR legal compliance and HR operational initiatives internationally
 - Manage a team of 4
 - Built department budgets and came in at or under budget for 5 years
- **Littlefeet, Inc.** - Poway, CA - 1999 - 2004 - **Human Resources Manager** - Start-up wireless infrastructure company
 - Hired as 7th employee and built the HR department from ground up
 - Planned and carried out policies relating to all phases of Human Resource activity
 - Developed and administered employee compensation programs and employee benefits programs
 - Reviewed and proposed salary actions to ensure conformance with established guidelines and policies
 - Conducted job analysis to determine appropriate salary structure
 - Participated in salary surveys and analysis to determine organization's market relationship
 - Wrote new job descriptions and revised current ones
 - Advised company management on personnel policy and program matters
 - Planned and directed the implementation and administration of employee benefit programs such as health insurance, disability insurance, life insurance, employee assistance, 401(k) and other benefit programs
 - Provided services to employees to answer their benefit questions, resolve problems related to access to or payment of benefits
 - Planned, developed, and delivered new employee orientation to foster positive attitude toward company goals
 - Conducted a monthly HR Advisory Board meeting with managers to stay ahead of employee related issues and provide coaching to managers where necessary
 - Prepared department budget
 - Recruited for exempt and nonexempt positions
 - Analyzed candidate qualifications and background with compensation guidelines and make new hire salary and stock recommendations
 - Presented offers to candidates and negotiate when necessary
 - Interfaced with company attorneys on human resource issues
 - Processed international hires through H1-B Visa and Green Card applications
 - Conducted exit interviews
- **Design Line Interiors** – San Diego, CA – 1998 – 1999 **Human Resources Manager** – Nationally known interior design firm with an emphasis on the model home industry
- **New Leaders Institute** – Poway, CA – 1992 – 1998 **General Manager** – Management consulting firm with an emphasis on assisting Fortune 1000 companies with human resource issues, diversity initiatives, gender related issues, and leadership development

Education & Training:

- Human Resource Certification - SPHR
- The Manager's Toolkit - UCSD Extension
- San Diego State University - Certificate in Human Resource Management
- Oak Knoll Center - Certificate in Peer Counseling
- San Diego County Mental Health - Certificate in Leadership and Communication Training
- Wilsey Institute for Art and Interior Design
- State University of New York - Fredonia

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Other:

- President – San Diego Human Resources Consortium
- Chair – AeA (TechAmerica) HR Roundtable (2007-2008)
- Member of Executive Board of San Diego Region – AeA (TechAmerica) (2007 – 2008)
- Instructor - UCSD Extension
- Instructor – SHRM SPHR/PHR Study Group
- Instructor – Leadership Training for Adults (County Mental Health, Oceanside/Escondido)
- California Notary Public
- Computer skills - Office 2003, 2007, 2010 including Word, Excel, Access, Outlook, Visio and PowerPoint; Great Plains (HRIS system); Benetrac; ABRA (HRIS system); PrintMaster; Quicken; QuickBooks 2004, Peachtree

Professional Memberships:

- Society for Human Resource Management (SHRM)
- Professionals in Human Resources Association (PIHRA)
- National Human Resources Association (NHRA)
- North County Personnel Association (NCPA)
- World at Work - Compensation and Benefit Professionals
- AeA (TechAmerica)HR Roundtable
- San Diego Recruiters Network