

# Kimberly Urban, MSHR

El Cajon, CA 92020 • 619.888.9115

kim@kimberlydurban.com • www.linkedin.com/in/kimberlyurban

## OBJECTIVE

Human resources manager seeking to help progressive organization develop and manage an employee recruitment, employee relations, policies, procedures, benefits, and compensation program that attracts and retains talent while providing the organization with an exceptional return on investment.

## PROFILE

Reliable, strategic, analytic human resources professional with a master's degree in human resources and over 17 years' of comprehensive HR generalist responsibilities garnered from diverse industries. Skilled at applying extensive labor law knowledge to maintain state and federal legal compliance. Experienced negotiator, attaining positive outcomes when handling employee relations issues. Positive company representative adept at building workforce cohesion and employee engagement. Highly effective working in fast-paced and changing environments. Reputation for displaying integrity, professionalism and confidentiality when communicating with employees at all levels. Committed to compliance and regulatory adherence.

## SKILLS SUMMARY

- Benefits Administration
- Coaching and Leadership
- Compensation Administration
- Employee On-boarding
- Employee Relations
- Employee Welfare and Wellness
- Employment Law
- HRIS Management
- Internal Investigations
- Leaves of Absence
- Life / AD&D / Disability
- Open Enrollment
- Organizational Development
- Performance Management
- Policy Development
- Project Management
- Salary Review
- Short-and Long-Term Disability
- Staffing and Recruiting
- Talent Management
- Training and Development

## PROFESSIONAL EXPERIENCE

### Benefits and Compensation

- Managing and administering company leaves of absence program - FMLA, CFRA, PDL – ensuring compliance with state and federal laws and company policies; included revision of policies, development and maintenance of business processes, utilization of appropriate tracking tools and enterprise-wide reporting.
- Identifying cost-saving opportunity and converting 401(k) plan to new provider saving \$10,000 annually in plan expenses. Introducing new provider and educating employees regarding participation, doubling enrollment.
- Creating, developing and managing content on company benefit web-portal, providing education and guidance materials, ensuring well-informed participants had ready-access to relevant data and tools, as well as accurate, up-to-date compliant information.
- Performing benefits analysis utilizing benefit surveys, selecting benefit providers, negotiating rates.
- Preparing and distributing written and verbal information to inform employees of benefits programs.
- Conducting annual salary reviews and researching regional employers ensuring competitive compensation in support of employee retention efforts; maintaining company salary structure, job documentation, and job evaluation systems.

### Employee Relations

- Developing and implementing training on employee relations subject matter. Providing solutions pertaining to attendance problems, policy application, issues of employment law, and employee satisfaction.
- Acting as liaison between HR, management and employees regarding company policies and procedures.
- Participating in conducting internal investigations when employee complaints or concerns are brought forth.

### Employment

- Performing full-cycle recruiting to attract, screen, recruit and select new employees, including writing and posting ads, selecting appropriate sources, conducting interviews and checking references making recommendations regarding applicant's qualifications.
- Redesigning and simplifying new employee orientation reducing session time by 50%. Conducting revised program increasing employee understanding and first-day productivity.

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### Human Resources Information Systems (HRIS)

- Preparing annual, in-depth analysis and reporting of HR metrics. Generated capital management reports measuring, analyzing and communicating training needs and results, enabling improved controls and sound business decisions by modifying programs as needed.
- Maintaining employee-related data bases. Preparing and analyzing reports necessary to carry out the functions of the department and company.

### Law

- Complying with all existing governmental and legal reporting requirements including those related to Equal Employment Opportunity (EEO), Americans With Disabilities Act (ADA), Family and Medical Leave Act (FMLA), Employee Retirement Income Security Act (ERISA), Department of Labor (DOL), and workers' compensation.
- In-depth knowledge and understanding of Consolidated Omnibus Budget Reconciliation Act (COBRA), Health Insurance Portability and Accountability Act (HIPAA), and Patient Protection and Affordable Care Act (PPA).
- Protecting the interests of employees and the company in accordance with company policies and governmental laws and regulations.

### Training and Development

- Implementing manager training programs, recruiting top-level candidates and creating three-step hiring process to ensure fit with corporate goals. Slashed employee turnover to current level of 5.25% – down from 30.26% in 2006.
- Providing training and maintaining records to include California's AB 1825 Sexual Harassment Training Mandates for supervisory employees.
- Planning, coordinating, implementing and performing ongoing company-wide training/staff development programs enhancing staff skills and improving service levels.

## EMPLOYMENT HISTORY

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Preferred Employers Insurance Co. – California Workers' Comp Insurance Co. – San Diego, CA 2006 - 2010

**Senior Human Resources Generalist / Benefits Analyst**

Anonymizer, Inc. – Internet privacy software and solutions technical start-up – San Diego, CA 2000 - 2006

**Human Resources Manager**

Jiffy Lube – Multi-unit, retail automotive service centers – Southern California Region – San Diego, CA 1994 – 2000

**Regional Human Resources Manager**

## EDUCATION AND CERTIFICATIONS

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Chapman University – San Diego, CA

**Master of Science (MS) – Human Resources, 2010**

**Master Certificate in Human Resource Development, 2008**

Webster University – San Diego, CA

**Bachelor of Arts (BA) – Business Management, 2007**

University of Phoenix – San Diego, CA

**Professional Certificate in Human Resource Management, 2004**

## PROFESSIONAL AFFILIATIONS

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National Society for Human Resource Management (SHRM) – 2003 to present

San Diego Society for Human Resource Management (SDSHRM) – 2005 to present

Compensation & Benefits Association of San Diego (CBASD) – 2010 to present

## COMPUTER SKILLS

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Expert in Microsoft Access, Excel, Outlook, PowerPoint, Publisher, and Word; and IBM Louts Notes.

Experienced with Web 2.0 methodologies and use of social media.

## ADDITIONAL TRAINING AND CERTIFICATIONS

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### **Administrative Certifications**

- Certified Administrative Professional (CAP), International Association of Administrative Professionals
- Certified Professional Secretary (CPS), International Association of Administrative Professionals

### **Business 21 Webinar Training**

- FMLA Certification: What Every Manager Needs to Know
- How to Curb FMLA Intermittent Leave Abuse
- Religious Accommodations: What HR Must Know to Stay Out of Court

### **CalChamber**

- Annual California Labor Law Update Seminars
- Meal and Rest Periods – Avoiding Penalties
- Pregnancy Disability Leave
- Vacation/PTO/Sick Leave and Exempt Employees: An Overview
- PDL Only/Baby Bonding: An Overview
- ADA and Reasonable Accommodation
- Managing Non-Exempt Employees

### **California Employer Advisor**

- Medical Certification Under FMLA: How to Master This Complex Process and Stay Compliant

### **Lorman Education Services**

- Time Off: State and Federal Laws on Employee Leave, Vacations, and Holidays
- Compliance Is Not Optional: What Every Employer Must Know About Statutory Leave of Absence Laws in CA
- Best Practices in Managing FMLA Leave

### **Fisher & Phillips LLP**

- Legislative, Benefits and Immigration Update

### **Fred Pryor/Career Track**

- How to Become a More Effective Supervisor
- Telephone Etiquette & Techniques
- How to Supervise People

### **Progressive Business Webinars**

- PTO: Overcome Unscheduled Absenteeism; Improve Employee Productivity
- Paid Time Off Banks: Strategies to Control Unscheduled Absenteeism

### **Society for Human Resource Management (SHRM)**

- Annual Conference & Exposition
- Health Care Reform – Leading Your Organization's Response
- What the New FMLA Rules Mean for Military Families & Their Employers

### **Recently Authored Articles**

- *Splitting Hairs: Getting Split-Shift Pay Right in California*
- *The Employee With the Achilles Heel*
- *Don't Underhand Your Pitch*
- *HR Metrics Isn't Voodoo*
- *Learning About Legally Protected Absences*
- *Get Those Classifications Right*