



AMY BRESNAHAN

HUMAN RESOURCES PROFESSIONAL

PROFESSIONAL SKILLS

Soft Skills:

Strong written & oral communication skills, Personable, approachable and professional demeanor, Calm under pressure, High ethical standards, Problem solver / strategic & creative thinker, At ease speaking in front of large groups, Event planning and classroom management, Critical listener, Able to quickly and effectively identify strategic needs, Strong conflict management skills, Extremely organized, Quick learner, Highly adaptable

Technical skills:

Mac & PC, Microsoft Office, Oracle, Workday, Taleo, Hire Right, Insight, QuickBooks, SAP, Concur, Cisco, WebEx, Fetch, Jabber, Entourage, Stream Clip, Adobe, Centricity GE, IDX, Dentrix, McKesson, Ezclaim, Solomon, WinMed. Multitude of internal software platforms and learning management systems

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PROFESSIONAL BACKGROUND

I am an accomplished human resources executive professional and adjunct professor, possessing 15+ years in various industries. These industries include higher education, commercial real estate, engineering, entertainment, advertising, marketing, media, medical, restaurant, and hospitality. I am polished, display grace under pressure, a problem solver, creative thinker, detail oriented, and a superb collaborator. I possess strong oral, facilitation, presentation, and written abilities. Special interests are organizational and leadership development, team dynamics, facilitation, marketing, business development, and corporate communications.

EDUCATION

University of Southern California

Master of Business Administration | MBA

Pepperdine University

Bachelor of Science in Business and Management

CERTIFICATIONS

Human Resources Certification Institute -- SPHR Certification

Pinnacle Permance Company – Communication Certification

The Gap Partnership – Negotiation Certification

Human Capital Institute -- Strategic Workforce Planning

Korn Ferry -- Leadership Architect

Sententia Gamification -- Level 1 Certification

Facet 5 Ltd. – Facet Five Accreditation

**Familiarity and awareness of various behavioral/personality assessments*

VOLUNTEER WORK

National Human Resources Association – Active

Member Los Angeles Chapter

College & University Professional Association (CUPA-HR) Nominated Board Member

Network for Change & Continuous Innovation Higher Education Institutional Member

Organizational Development Network

Junior League of Pasadena -- Key member for the Girls Rock Body Wise conference

Habitat for Humanity Los Angeles, Special Olympics Los Angeles

PROFESSIONAL EXPERIENCE

University of Southern California, Los Angeles, CA

Adjunct Professor & Lecturer, USC Marshall School of Business | Aug 2016 -- Present

- Fulfilled a one-year appointment of Instructor for Organizational Behavior and Leadership & asked to stay on faculty
- Consistently high student evaluations, ranking top among 15 peers teaching the same course
- Course structure consisting of lecture, discussion and experiential learning
- Focused modules align with HR topics such as motivation, perception & decision making, teams, power & influence and organizational design & change
- Facilitated student talent development through a range of exercises, readings and discussions
- Utilized a variety of technologies and instructional methodologies to keep course fresh and engaging
- Coached and mentored individual students to improve content comprehension, critical thinking, various assignments and overall course grades
- Strengthened team dynamics

University of Southern California, Los Angeles, CA

Senior Organizational Effectiveness Partner, Talent & Organizational Development - University HR | May 2020 -- Present

- Led key, large scale, high visibility projects, programs and initiatives during a pivotal time of transformation and designing for the future
- Partner in founding the HR Academy. Piloted first two courses in series consisting of *HR as a Trusted Advisor* and *Design Thinking*. Created content and facilitated sessions, all virtually with various cohorts
- Consultant for various client groups and their specific training needs from development, implementation and resulting in delivery & instruction via web based platforms
- Facilitated Performance Management modules, with focus on the Management Essentials program. The Management Essentials program consists of 8 modules with simultaneous cohorts of approximately 20 employees experiencing the journey at different stages
- Committee member for the Employee Relations university wide initiative
- Learning Pathways partner for a holistic charter university wide
- Our strong and cohesive team quickly launched a summer diversity, equity and inclusion webinar series through our virtual environment

University of Southern California, Los Angeles, CA

Talent Manager, University Succession Planning | Sep 2019 -- May 2020

- Identify and develop professionals to meet future talent capability requirements for strategic, business-critical, and senior leadership roles across the University of Southern California
- Benchmark and develop the university's senior leadership population
- Strengthen and diversify talent pipelines to strategic, business-critical and leadership roles; develop and implement initiatives to drive increased diversity in these roles
- Design, develop, implement, and facilitate the annual talent identification and review process
- Conduct leadership, 360 feedback, career, and talent assessments; compile goals, skills and abilities of USC employees and compare them to the needs of current and future roles; tracks employees' readiness to fill these roles
- Provide consultation and guidance to senior leaders and HR stakeholders on talent management-related matters, along with the roll-out of new talent management products and solutions
- Key member and driver for all priority key initiatives such as a university wide employee relations restructure and mentoring programs

Unibail-Rodamco-Westfield, Los Angeles, CA

Head of Learning and Development, United States | Jan 2019 -- Oct 2019

- Launch of URW Academy in North America
- Key member and driving force to formalize Learning & Development and to create, foster and empower a learning environment. Active driver for talent planning, culture, process, performance management & organizational structure
- Integration and implementation of Learning Management System and course offerings of parent company in Paris
- Content creator and strategist for trainings and program offerings

Senior Manager, Human Resources HRBP | Oct 2018 -- Oct 2019

- Business Partner for the Leasing, Marketing, Finance, Tax and Public Affairs client groups
- Head of key strategic corporate initiatives such as Diversity & Inclusion, Learning & Development and various employee engagement events
- Management of operational efficiency and improvement post acquisition period. Ensure alignment between legacy Westfield and Unibail-Rodamco in Europe
- Strategic thought partner for senior leaders

The Walt Disney Company, Glendale, CA

Manager, Human Resources Business Partner Consumer Products | Feb 2018 -- Oct 2018

- Heavy Organizational Design work during historical company-wide change and restructure
- Provide strategic direction for organization and client groups consisting of global licensing and commercialization as well as digital innovation
- Management of operational efficiency and improvement during immense & profound change. Led groups through Fox/Disney merger as well as Parks, Experiences & Consumer Products consolidation
- Strategic thought partner for senior management
- Active driver for talent planning, culture, process, performance management & organizational structure

Jacobs Engineering, Pasadena, CA 2014-2016

Human Resources Business & Delivery Partner | Aug 2015 -- Aug 2016

- Supported corporate functional groups with 5000+employees
- Consulted with line management, providing HR guidance and thought partnership. Partnered with executive leaders to foster a culture of respect, value, and belonging for all employees
- Managed and resolved complex employee relations issues
- Conducted effective, thorough and objective investigations
- Provided day-to-day performance management guidance to line management (coaching, counseling, career development, disciplinary actions)
- Partnered with legal team as needed to help reduce legal risks and ensure regulatory compliance
- Worked closely with leadership and employees to improve work relationships, build morale, and increase productivity and retention, providing HR policy guidance and interpretation where appropriate
- Developed contract terms for new hires, promotions and transfers
- Assisted international employees with expatriate assignments and related HR matters
- Provided guidance and input on business unit restructures, workforce planning, leadership resource and succession planning
- Evaluated success of program initiatives, including follow-up, to ensure training objectives are met

Talent Management and Corporate Human Resources Manager | Jan 2014 -- Aug 2015

- Supported the Talent Acquisition and Learning & Development functions and initiatives
- Created training material, implementation and follow up surveys and metrics
- Developed training, special programs, internal network coordination, corporate events and workshop logistics
- Oversaw critical hires onboarding / orientation process and university hires program
- Maintained team related activities and senior management communications including presentation packaging
- Drove industry standards and compliance through administration and implementation via talent management systems and a variety of media platforms
- Performed HR-related generalist duties on a professional level and collaborate with senior management in supporting designated geographic region

Omnicom Media Group, Playa Vista, CA

Executive Assistant to CEO / Chief of Staff | 2012 -- 2014

- Direct support to U.S. CEO of OMD and MAL (Media Arts Lab—Ad agency for Apple)
- Served as head of coordination of operational activities and corporate events within and outside the agency
- Worked with high profile clients such as Apple, Disney, Hasbro, Cisco, Visa, Nissan, Clorox and Hilton Hotels
- Involved with confidential, critical new business pitches. Closely strategize with business development
- Partnered with HR and involved in implementation of key initiatives
- Directed and supervised various information technology representatives and support staff

CBS Television Studios & Distribution, Los Angeles, CA

International Business Affairs / Cable Distribution | 2011 -- 2012

- Involved in all aspects of international distribution contracts for television content, including contract editing and coordination of deal negotiations
- Reported directly to the EVP of International Business Affairs, assisting in overseeing a staff of 20 attorneys and all aspects of HR functions
- Liaised with network clients regarding all aspects of cable sales and advertising / campaign strategies

Warner Bros. Pictures/Village Roadshow Pictures, Burbank, CA

Administrator, International Theatrical Marketing and Creative Advertising | 2005 -- 2011

- Created international exhibitor and convention reels and materials. Coordinated logistics for large conferences, conventions and marketing events.
- Curated and delivered content for all film marketing including audio visual pieces such as trailers, television commercials, radio spots and print materials such as posters, bus shelters, billboards and building wraps
- Communicated and trained staff regarding international usage of advertising materials to all international markets
- Supervised administrative assistants and interns. Performed HR generalist responsibilities