

# MAURICE PHILLIPS

HUMAN RESOURCES LEADER

## PROFILE

Strategic, resourceful, innovative human resources leader with a strong reputation for integrity, initiative, and a results-driven work ethic. Proven success in building high-performing teams, designing cutting-edge talent strategies, fostering employee engagement, and nurturing a positive company culture.

## CONTACT

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## SKILLS

### PROFESSIONAL

Talent Acquisition & Retention

Employee Relations & Investigations

Performance Management & Reviews

HR Compliance & Employment Law

Succession Planning & Workforce Development

Policy Development & Enforcement

HRIS & ATS Implementation

### TECHNICAL

Windows & Mac OS

Microsoft Office Suite

Google Workspace

HRIS & ATS Platforms

## EXPERIENCE

### HUMAN RESOURCES MANAGER – NEW YORK, NY

TSG / ESQUIRE DEPOSITION SOLUTIONS | FEB 2020 – FEB 2025

- Drive strategic HR initiatives for a leading national provider of legal and deposition services.
- Develop, enforce, and continuously refine company policies and best practices.
- Lead complex employee relations issues, investigations, and performance escalations.
- Guide leadership in executing HR and talent strategies, focusing on workforce planning and retention.
- Administer HR procedures in sensitive scenarios, including accommodations, misconduct investigations, and terminations.
- Spearhead full-cycle recruitment and hiring, improving efficiency and candidate experience.
- Oversee performance management and employee development programs.

### CUSTOMER SERVICE MANAGER – Q.ROO, MEXICO

NECKER MARKETING | JAN 2018 – FEB 2020

- Managed a Mexico-based customer service team for a U.S.-based e-commerce business, enhancing operational efficiency.
- Supervised daily operations, ensuring accuracy in order processing and fraud prevention.
- Hired, trained, and led a high-performing customer service team.
- Implemented customer satisfaction strategies that improved retention and issue resolution.

## EXPERIENCE (CONTINUED)

### **DIRECTOR OF HUMAN RESOURCES – LOS ANGELES, CA**

SCHLEP & FETCH | DEC 2014 – JAN 2018

- Led HR operations for Los Angeles' largest app-based courier and food delivery service.
- Managed recruitment, onboarding, compliance, and retention for 120+ employees.
- Developed labor relations strategies and enhanced employee engagement initiatives.
- Ensured compliance with employment laws and company policies.

### **REAL ESTATE AGENT – HOLLYWOOD, CA**

KELLER WILLIAMS | FEB 2012 – JAN 2015

- Real estate agent specializing in the ultra-luxury rental market in Laguna Beach and Los Angeles.
- Contacted property owners and advertised services to solicit property listings.
- Coordinated property closings. Oversaw the signing of documents and disbursement of trust funds.
- Prepared documents such as representation contracts, purchase agreements, and leases.
- Coordinated maintenance, emergency repairs, and damage control work.
- Successfully mediated landlord-tenant disputes.
- Developed strong rental agreements that protected our landlords from litigation.

### **REGIONAL SALES MANAGER – LAGUNA BEACH, CA**

ILOVEINNS.COM | SEPT 2005 – DEC 2013

- Built and led a high-performing sales team, doubling company revenue.
- Shifted revenue streams from national brand promotions to advertising sales.
- Developed strategic marketing initiatives that improved customer engagement and retention.

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## LANGUAGES

### **ENGLISH**

Native

### **SPANISH**

Intermediate

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## CERTIFICATIONS

NY Notary Public

Enrolled in SHRM-CP Prep