

# CHRISTY A. FULL

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## PROFESSIONAL SUMMARY

*Over 30 years of experience as a hands-on Senior Human Resources professional with a proven track record of implementing quality, cost-effective HR policies, practices and programs that are aligned with corporate objectives. Formal training and deep application of each discipline – talent acquisition, compliance, compensation, benefits and well-being, employee engagement, safety, training and DEI - with career progression achieved by developing strong partnerships with all levels of management and employees.*

## EXPERT WITNESS CONSULTING HIGHLIGHTS

**2016 to present**

### **Leave of Absence (California)**

Factors: interactive process and wrongful termination. Inability of employer to continue to accommodate CHRO personal leave due to extended disability.

### **Auto Accident Injury (Hawaii)**

Factors: negligent hiring and supervision. Construction employee used company-provided commute vehicle off-hours and drove recklessly causing serious injury to another driver.

### **Workplace Assault (Pennsylvania)**

Factors: racial discrimination and substance abuse. Customer assaulted by retail furniture store employee in long-term active treatment for addiction.

### **Sexual Assault (Illinois)**

Factors: negligent hiring. Healthcare clinic hired massage therapist without verifying previous employment, checking references or conducting a criminal background check and within the first week of employment a patient was sexually assaulted.

### **Return to Work from On-the-Job Injury (Texas)**

Factor: disability. Employer refused to engage in ADA interactive process and summarily denied request for injured railroad worker to be reinstated to former position, despite medical clearance provided.

### **Wrongful Termination (Wisconsin)**

Factors: sexual harassment and performance management. Employer cited low ratings from subordinates in management survey as reason for termination to a supervisor without prior disciplinary activity. Case was complicated by subordinate sending sexually explicit photos to this same supervisor.

### **Workplace Violence (New Mexico)**

Factors: security practices. Employee with violent auditory hallucinations was referred to EAP and placed on leave. Onsite security was dismissed prior to employee's initial consultation with psychological professional.

### **Death and Long-Term Disability (Missouri)**

Factors: company policies and practices. Employee revealed his psych meds were cause of on-the-job sleeping and company continued to permit worker to drive company-sponsored vehicle for work purposes.

## WORK EXPERIENCE

### **FULL Service Consulting LLC**

**2016 to present**

*Provide HR consulting services to small to mid-sized businesses and expert witness services to attorneys nationwide.*

**Refinery** **2012 to 2024**  
**VP, Human Resources**  
*Responsible for strategic initiatives, company operations and executive leadership for 160 employee entertainment advertising agency with employees in five countries*

- Grew company four-fold during tenure – including international resources - implementing applicant tracking system and recruiting processes to shorten time-to-hire and increase diversity
- Developed and implemented employee engagement surveys and reporting to identify corporate and management enhancement opportunities addressed through changes to policies, practices and training
- Provide counsel to executive leadership on HR and operational matters resulting in pre-COVID turnover rate of <5%
- Built cutting-edge HR department that used data analysis for enhanced decision-making while maintaining high touch service for creative professionals internationally

**Walton Isaacson** **2011 to 2012**  
**Head of Human Resources**  
*Reporting to the CFO, hired to initiate the HR and Facilities function at this multicultural full-service advertising agency with over 100 employees across three offices including Los Angeles, New York and Chicago*

**Macerich** **2006 to 2011**  
**Assistant Vice President, Human Resources**  
*Led compensation, benefits, and HRIS team for a publicly traded REIT with assets including 75 regional shopping centers and 3000 employees nationwide*

**Craig Murray Productions / mOcean** *(entertainment advertising)* **2002 to 2006**  
**Director, Human Resources**

**MetLife Investors Group** *(financial services / insurance)* **1990 to 2002**  
**Director, Human Resources**

**Nantucket Corporation** *(software development and sales)*  
**Manager, Human Resources**

## **EDUCATION**

**Mount Saint Mary's University**  
MS, Counseling Psychology (emphasis in Personnel and Human Services Counseling)

**University of Notre Dame**  
BA, Psychology and Computer Applications (awarded partial four-year academic scholarship)

## **CERTIFICATIONS and MEMBERSHIPS**

**SPHR** – Senior Professional in Human Resources designation granted by HRCI

**Professional Consulting Member** – Forensic Expert Witness Association

**SHRM** – active member of Society for HR Management