

D. Renée Christensen, Ph.D.

Education

Ph.D. Industrial Management

Ph.D. Naturopathy: N.D.

Masters of Science in Industrial Management

Bachelors In Science in Industrial Psychology, Minor in Finance.

Certifications:

1. Franklin Covey Trainer (4 Roles of Leadership and 7 Habits)
2. Teleometrics International Trainer
3. Employee Assistance Professional
4. Critical Incident Stress Debriefing
5. Honored Professional of the National Who's Who of Executives and Professionals.
6. Workplace Violence/Trauma Specialist
7. Substance Abuse Professional

Professional experience

D. Renee Christensen, Inc.,

Fullerton, CA

6/96-Present

President/CEO/Owner

- Founded this company to provide a mentoring and developmental outlet for clients across the nation. The primary focus is on training and developing key employees in the arts of leadership, customer service, and people and staff development and productivity enhancement. Working with the Human Resource and Benefits departments to facilitate (a) leadership development, (b) performance enhancement and motivation, (c) team based leadership, (c) employee empowerment, (d) cost containment, (e) communication and power in relationships, etc.
- Serviced 6 major clients coming from Airlines, Local Government, School Districts, Law Firms and Maintenance Operations.
- Primary PTSD provider for LA, OC and Long Beach for USBH after 911.
- Provider rehab and debriefing services for American Airlines for flight crews and pilots for year following 9/11.
- Violence in the Workplace trauma team for LA and OC.
- Product lines include Leadership Training, Team Development Training, Customer Service Training, Staff Reorganization Work, Benefits Analysis, Staff Skills development, Meeting Management, CISD's, Leadership Assistance Programs for a more confidential Employee Assistance Program Market Place, and Conflict Mediation and Intervention.
- White Card instructor in Criminal Justice departments of Santa Ana and Rancho Santiago Colleges.

Employee Support Systems Company, Orange, CA

9/02-3/05

President/Consultant

Primary roles and achievements: (1) Marketing Responsibilities, (2) Created a new product line and increased market share by offering a more holistic approach to EAP's, (3) Staff development, and continued education to improve, empower and energize the workforce, (4) In-house training and development (created a monthly training program which facilitated the growth of our employees), (5) Increasing list of available resources for trainings and programs for our client companies, and (6) Improved the existing skills, development and oversight of all CISD work provided to our clients.

- Developed and created comprehensive workers compensation program for trauma for the Metropolitan Transit Authority
- Developed and presented 12 month for credit training course for LA Housing Supervisors and managers.
- Developed and Supervised an ESSCo trauma team to service our clients nationwide.
- Sold 24 new contracts
- Developed and implemented global Organizational Development training for ESSCo staff

Employee Support Systems Company, Orange, CA

4/84-6/96

President/CEO/Owner 15 years

- Founded to provide for profit Employee Assistance Programs to middle and small business enterprises.
- Company services approximately 160 clients across the nation.
- Products included EAP, Benefits and Policy review and writing, Organizational Development work, CISD's, Training, and Conflict Management.
- Primary Trauma Servicer for OC during the Bankruptcy Filing and investigations.
- Primary roles and achievements: (1) Financial and Marketing Responsibilities: Increased the client count and dollars of revenue within one year by 10%. The net profit remained no less than 20% and debt free while under my authority, (2) Created a new product line and increased market share by offering a more holistic approach to EAP's, (3) Employee development, created an empowering environment which brought about 3 years of minimal turnover, (4) In-house training and development (we created a monthly training program which facilitated the growth of our employees).

Del Rey Home Loan, Los Angeles, CA

6/80-4/84

CFO/General Manager 3 years

- A privately owned home loan and foreclosure business specializing in second and third trusts. Primary investors were trust funds. Primary property was million and up valued residential properties.
- Responsibilities included all regulation management, staff development, accounting, and human resource and compensation management.

PCP International Corporation, Marina Del Rey, CA, London, Bombay, Hong Kong 04/75-2/80

Assistant Chairman of the Board 5 years

- Company performed off shore investments from London while the remainder of the business was focused on clothing manufacturing and sales. Sales and design work was performed from California while manufacturing from Bombay and Hong Kong.

- Responsibilities included: Bank negotiations for LC's and company loans, Human Resource & Benefit Management, Communications link with manufacturing entities and investment organizations and owners.
- Primary clients for apparel arm were Lands End, Lord and Taylor, Sears, Sousa and Lefkovits.

McGee Industries, Orange, CA, Long Beach, CA

4/78-6/80

President/CEO/Owner sold after 2 years

- Company created to sell computer supplies to Fortune 500 and Government entities as a woman-owned, small business. Primary account was with the Veterans Administration.
- Created customized software for private clients.

Critical Incident Stress Debriefing

CERTIFICATION:

First Certification in Mitchell's Model in 1984. Two subsequent renewals of certification via Orange County Fire/Police and Westminster Fire Departments.

Dissertation: Serious Emotional Trauma, An Issue for Industry and Business.
Studied the effects of non-work related traumatic events occurring at work. Primary focus with the CDC and infectious disease control. Study took on the long term and different treatment guidelines for industrial trauma other than standard trip and fall or accidents in which the victim was part of causation.

TEAMS:

Violence in the Workplace Trauma Team: 1992-1996

OC Trauma Team: 1990-1996

DEBRIEFING STATISTICS: 19 years of service

2957 + debriefing sessions

30142 individuals serviced

Industries:

Chemical

Fire/Police

Transportation

Law Firms

Banking and Credit Unions

County and City Government

Fast Food Enterprises

Schools and Universities