

Laura A. Oliver, PhD, SHRM-SCP, PMP

PROFESSIONAL SUMMARY

Accomplished educator, teacher-scholar, and course designer with 10+ years' experience teaching undergraduate and graduate classes in business, management, and human resources. 20+ years' experience in human resource management, including recent modifications in the employment law, overtime regulations, planning for changes in HR regulation, and diversity and inclusion initiatives. Expertise in business, management, consulting, customer relations, and sales. Collaborated with online design team to create both undergraduate and graduate courses, responsible for creating and implement syllabi and multiple learning approaches, including lectures, discussions, mock trials, group work, simulations, guest speakers, and field trips.

EDUCATION

PhD Management– Human Resource Management Walden University, Minneapolis, Minnesota Dissertation: Work Breaks, Employee Morale, and Satisfaction in the Restaurant Industry	Nov 2016
Master of Arts, Human Resource Management Webster University - Fort Bragg, NC Thesis: Pay for Performance Programs	May 2011
Bachelor of Science, Business Administration in Human Resource Management Hawaii Pacific University - Honolulu, HI	Aug 2008

CERTIFICATIONS / COMMISSIONS

SHRM-SCP Society of Human Resource Management (SHRM)	Jul 2023 – Present
Certificate in HR Ethics HRCI Learning Center	May 2023
Project Management Professional (PMP) Certification Project Management Institute	Mar 2023 - Present
Veterans at Work Certification Society of Human Resource Management	Oct 2022
Employing Abilities at Work Certification Society of Human Resource Management	July 2022
Certificate in Diversity, Equity, and Inclusion in the Workplace University of South Florida, Tampa, FL	Dec 2021
Notary Public – State of Texas	Feb 2019 – Present
SHRM-CP – Society of Human Resource Management (SHRM)	Jan 2019 – Jul 2023

RESEARCH INTERESTS

Employee Morale Work Breaks	Employee Satisfaction Autism in the Workplace	Employee Relations Pay for Performance Programs
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CONFERENCES / PRESENTATIONS

Laura Oliver

King, J. R. & Oliver, L. (2024, July) *Resiliency in supply chains: The role of HR*. A presentation at the International Academy of Business & Public Administration Discipline, Lisbon, Portugal.

Oliver, L. (2018, Mar). *Harassment in the workplace*. A presentation to small businesses in partnership with Harker Heights Chamber of Commerce, Killeen, TX.

Oliver, L. (2018, Mar). *Professional portfolios*. A presentation to faculty and students at Vista College, Killeen, TX.

Oliver, L. (2017, Apr). *Work breaks, employee morale, and satisfaction in the restaurant industry*. A presentation at the International Academy of Business & Public Administration Discipline, Dallas, TX.

COURSES TAUGHT – UNDERGRADUATE LEVEL

Career Development	Career Management	Business Law
Principles of Management	Business Organization	Customer Service
Managerial Finance	Management & Supervision	Business Policy
Public Policy and Administration	Communicating in Business	Intro to Business
Small Business Management	Management for Success	Leadership
Organizational Development	Business Ethics	Money & Banking
Personal Financial Planning	Fundamentals of Management	Team Management
Non-Profit Management	Organizational Behavior	Small Business Management

COURSES TAUGHT – GRADUATE LEVEL

Human Resource Management	Leading Organizations & HR
Applied Human Resource Management	Principles of Human Resource Management
Competition & Entrepreneur Management	Maximizing Human Capital
Staffing and Training Development	

TEACHING EXPERIENCE

University Mary Hardin-Baylor, Belton TX Aug 2016 - Present

Assistant Professor, McLane College of Business (Aug 2022 – Present)

Visiting Assistant Professor, McLane College of Business (Aug 2021 – May 2022)

Adjunct Professor, McLane College of Business (May 2020 – Aug 2021)

Visiting Assistant Professor, McLane College of Business (Aug 2019 – May 2020)

Adjunct Professor, McLane College of Business (Aug 2016 – Aug 2019)

- Design and develop curricula and planned course content and methods of instruction, for in-person, hybrid, and online classes
- Develop and deliver engaging hands-on lessons to undergraduate and graduate adult students using a variety of teaching techniques, including lecture, discussions, and visual aids
- Observe and evaluate students' work to determine progress, provide feedback, and make suggestions for improvement
- Integrate academic and vocational curricula for students to obtain a variety of business and management skills and knowledge
- Use designated learning management system, Canvas, for academic recordkeeping and to communicate with students
- Co-author of a graduate level HRM hybrid class and a fully online HRM undergraduate class

Colorado State University – Global July 2019 – Present

Adjunct Professor

- Engaged students in the online course material and the class through positive communication using messaging,

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email, Zoom, and/or the telephone

- Monitored and guided discussions on the threaded platform to facilitate conversations on weekly topics
- Responded to students within 24 hours and graded submitted assignments within 72 hours with constructive feedback and using CSU Global-developed rubrics
- Determined and assigned final course grades and actively participated in student retention efforts

University of the Incarnate Word

Aug 2017 – Present

Adjunct Professor, School of Professional Studies

- Plan, evaluate, and revise curricula, course content, course materials, and methods of instruction via Blackboard and Canvas for online courses
- Keep abreast of developments in the field by reading current literature, talking with colleagues, and participating in professional organizations and conferences
- Maintain student attendance records, grades, and other required records
- Trained faculty on Canvas and helped facilitate transfer of learning systems from Blackboard to Canvas

Miller-Motte College

Feb 2012 – Dec 2018

Adjunct Business Instructor, On-Line (Jul 2014 – Dec 2018)

Adjunct Business Instructor, Clarksville, TN (Oct 2014 – Mar 2015)

Adjunct Business Instructor, Fayetteville, NC (Feb 2012-Apr 2014)

- Followed given syllabi and developed engaging, hands-on lesson plans that utilized a variety of teaching techniques, such as lecture, discussion, visual aids, guest speakers, and mock trials
- Provided quality instruction to students' that surpassed projected outcomes, which resulted in receiving average course evaluation scores of 3.9/4.0 from students
- Engaged students in daily discussions, and provided students with feedback within 48 hours of due dates
- Used designated learning management system, Engrade, Moodle, and Campus Vue for academic record keeping
- Collaborated with Career Services to create resume and cover letter samples for students

Hybrid Teaching Assistant, Clarksville, TN (Feb 2015-Sept 2015)

- Assisted the online coordinator with ground campus students who were taking on-line classes
- Conducted open lab hours acting as tutor/mentor for students on campus that took on-line classes
- Utilized Moodle to guide students on improvement measures to be successful in on-line classes
- Contacted students who had not followed the attendance policy per ACICS and MMTC guidelines or who were under performing and documenting all contact in Campus Vue
- Designed and developed an APA and time management workshop for students
- Created and established weekly report matrix to calculate students grades and attendance

Nashville State Community College

Aug 2014 – May 2016

Adjunct Business Instructor

- Enhanced existing curricula to facilitate engaged learning through lectures, discussions, assignments, simulations, group projects, and guest speakers
- Observed and evaluated students' work to determine progress, provided feedback, and made suggestions for improvement
- Integrated academic and vocational curricula for students to obtain a variety of skills and knowledge through simulations, ethical dilemma problem solving exercises, viewing current events, and re-evaluating business decisions made by business leaders around the world
- Used designated learning management system D2L for academic record keeping and to interact with students

ADDITIONAL PROFESSIONAL EXPERIENCE

LAO Consulting, LLC

Aug 2014 - Present

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Owner/Operator

- Provide consulting and coaching to business leaders including best practices, common methodologies, available tools, DE&I programs, etc. in all human resource areas
- Partnered with Harker Heights Chamber of Commerce to bring small businesses workshops on important employment issues such harassment, employee handbooks, and discipline guides
- Ensure businesses are effectively and efficiently utilizing their workforce, while staying compliant with all industry, local, state, and federal laws, regulations, and standards, including recent updates
- Advise on HR issues, including personnel management, conflict resolution, workplace investigations, workforce planning, compensation and benefits, performance management, HR transformations, and compliance
- Design and advise on diversity, equity, and inclusion policies, procedures, and programs

Datamars, Inc. – U.S.

Dec 2018 – April 2019

HR Administrator

- Responsible for all personnel management, including overall direction, coordination, and implementation of HR policies and procedures with both exempt and non-exempt employees
- Managed all HR functions for North America headquarters, including maintaining worksites, compliance, and employees in 30 different states
- Empowered an HR culture centered on responsiveness, responsibility, and inclusion
- Ensured legal compliance by monitoring and implementing applicable human resource federal and state requirements, conducting investigations and compliance audits, and maintaining records
- Oversaw and administered all HR functions of 180+ employees, including personnel, training and development, performance management, benefits and compensation, recruiting and selection, strategic planning, and legal compliance

URS Corporation

Nov 2001 - Mar 2005

Human Resource Manager

- Responsible for personnel management, benefits administration, affirmative action reports, weekly paperwork and payroll for 200+ employees
- Designed, coordinated and implemented in-processing procedures for all new hires and conducted new employee orientation on company programs and benefits
- Established recruiting procedures, including job fair and mass hiring's and lay-off procedures including ensuring compliance with WARN Act
- Trained employees, both exempt and non-exempt, on professional development, ethics, company policy, and federal policies and procedures
- Served as a link between management and employees by helping resolve work-related problems that fostered a positive workplace attitude
- Managed personnel records, company/military policies and briefed employees on all changes

PUBLICATIONS

Oliver, L. A. (2016). *Work Breaks, Employee Moral, and Satisfaction in the Restaurant Industry* (Order No. 10243267). Available from ABI/INFORM Collection; ProQuest Dissertations & Theses Global. (1844446426).

WORKSHOPS AND TRAINING DELIVERED

Engrade	APA Format	Student engagement and motivation
Career Skills	Time Management	Interview Techniques
Harassment	Employee Handbooks	Discipline Guide

PROFESSIONAL DEVELOPMENT

- The Pacific Institute Workshop

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- Fully trained on Blackboard, Moodle, D2L, Canvas, MindTap, and MyManagementLabs
 - Continuing Education Courses
 - Preparing and Creating Lesson Plans
 - Time Management
 - Managing the Adult Classroom
 - Effective Teaching Strategies
 - Student Retention Methods
 - Faculty In-Service Training
 - Dealing with difficult students
 - Student Retention
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| Compliant Communication with Students |
| Career Management |
| Teaching Gen Y Students |
| Adult Learning Theories |
| Class Management Strategies |
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| Classroom management |
| Student relations |

PROFESSIONAL AFFILIATION

Member, Society of Human Resource Management

2005 – Present