

JOHN L. MILLIGAN

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PROFESSIONAL PROFILE

Motivated, experienced Human Resources professional committed to innovation and process improvement for positive, effective communication between various levels of the organization. Recognized ability to analyze issues and problems through objective thinking, develop a favorable resolution and respond effectively. Dedicated to protect the interest of the company by ensuring that EEOC/ADA policies are implemented in accordance with state and federal laws. Extensive customer service experience, both internal and external, in a Tribal casino environment.

PROFESSIONAL EXPERIENCE

Training & Facilitation

- ◆ Coordinate training and development of personnel including a weekly orientation program
- ◆ Instruct management soft skills classes
- ◆ Trained Tribal business group of 275 employees as an OSHA Certified Trainer - General Industry, saving the Tribe \$50,000

Compliance, Policies & Procedures

- ◆ Develop and maintain a Human Resources system that meets top management informational needs
- ◆ Current with new developments and practices in the Human Resources field as part of my continuing professional improvement plan
- ◆ Assure compliance with federal labor laws
- ◆ Carries out supervisory responsibilities in accordance with the organization's policies, procedures and applicable laws
- ◆ Knowledgeable to ensure compliance in accordance with casino's internal policies/procedures, protocols and applicable laws
- ◆ Oversees analysis, communication and maintenance of records as required by Tribal Council, law or other casino departments
- ◆ Develop and maintain safety programs in compliance with state, federal and other pertinent agencies
- ◆ Chaired the Loss Control Panel for the HR department and several additional Foxwoods departments located off the reservation

Strategy, Mission & Vision Planning

- ◆ Insures that the goals and objectives of the company with regard to the Human Resources department are established, met and maintained
- ◆ Successful at developing and implementing strategic plan programs using all media
- ◆ Communicate with management and supervisors regarding company policies and procedures

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| <i>Team Development</i> | <ul style="list-style-type: none"> ◆ Interviewing, hiring, planning, assigning and directing work, appraising performance, addressing complaints and resolving problems ◆ Foster positive team member relations ◆ Acts as a role model for employees and fosters teamwork, employee morale, motivation and open communication ◆ Coaches and develops employees to achieve expected goals by maintaining a consistent approachable demeanor and articulates department expectations |
| <i>Development</i> | <ul style="list-style-type: none"> ◆ Administered a Performance Based Training System for a Tribal sector consisting of 17 departments ◆ Produced comprehensive “Building Leaders Series” management class ◆ Create and instructed seminars to enhance the corporate marketing culture, communicate the casino’s marketing objectives and programs and instill a commitment to customer service |
| <i>Specific Skill Set</i> | <ul style="list-style-type: none"> ◆ SHRM certification in progress ◆ Develop and maintain position descriptions for all personnel ◆ Analyze and interpret complex documents ◆ Project staffing needs for optimum customer service |

EDUCATION

Bachelor of Business Administration – Marketing Major
Temple University, Philadelphia, PA

OTHER EXPERIENCE

(2007- Present) Director of Training and Development –Ellis Gaming and Entertainment
(2006-2007) Human Resources Director – Kickapoo Casino
(2001-2006) Training Specialist – Foxwoods Resort and Casino
(1997-2001) Beverage Department Shift Manager – Foxwoods Resort and Casino
(1995-1997) Assistant Restaurant Manager – Resorts International Hotel and Casino
(1987- 1995) Sales Agent – Northwestern Mutual Insurance
(1985-1987) Auto Claims Adjuster – State Farm Insurance Co.
(1985) Internal Auditor – Prudential Savings Bank