

# SHARON-FRANKLIN BROWN, SHRM-CP

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## EXECUTIVE PROFILE

**OPERATIONS | HUMAN RESOURCES | TEAM LEADERSHIP | EMPLOYEE ENGAGEMENT**

***Results-driven leader with a people-oriented approach and a proven track record in overseeing and optimizing operational functions.***

- Exceptional analytical and strategic thinker with a strong ability to analyze complex data, identify trends, and leverage insights to inform decision-making and drive organizational success.
- Highly functional leader with sound capacity to propose and execute cost-effective initiatives that positively impact organizational performance and streamline processes while championing diversity, equity, inclusion, and belonging (DEIB) initiatives, effectively managing change, and fostering a culture of collaboration and efficiency.
- Skilled in effectively managing teams, recruiting and hiring top talent, administering payroll and benefits, providing strategic HR advice to managers, and implementing innovative HR strategies and solutions that drive operational efficiency and enhance the employee experience.
- Recognized for exceptional leadership skills, well-versed in motivating and inspiring teams, fostering positive work environment, and driving performance excellence.

## PROFESSIONAL OVERVIEW

**Chief Impact Officer, Los Angeles LGBT Center, Los Angeles, CA**

April 2007 to June 2023

Progressed from Human Resources Assistant (April 2007) to Chief Impact Officer (January 2022 to June 30, 2023), spearheading transformative initiatives in all areas of operations, human capital and contributing to organizational success. Ensured seamless integration and effective delivery by directing operations, human resources, and leading growth for an advocacy, healthcare and social services non-profit with multiple locations that included a Federal Qualified Healthcare Clinic, Behavioral Health, Pharmacy and affordable housing for youth and senior clients for an organization of 800 employees and annual budget of \$165M.

- Administered daily operations of the organization by coordinating among departments, such as human resources, legal, facilities, marketing, finance, and IT.
- Oversaw multiple departments including HR, legal, and general counsel ensuring organization goals are met.
- Mentored, trained and developed executives by offering guidance to enhance their leadership skills and professional growth.
- Managed organization safety and security measures to ensure well-being of employees and assets.
- Mitigated risks and promoted safe working environment by designing and implementing organization safety protocols, procedures, and guidelines.
- Acted as the Incident Command Officer during crisis management events, demonstrating leadership and decision-making skills in handling emergencies and ensuring a swift and effective response.
- Achieved favorable outcomes for three collective bargaining agreements by demonstrating exceptional negotiation skills and skillfully balancing revenue and operational requirements.
- Oversaw programmatic and grant performance by collaborating with department directors to explore new funding streams and secure resources for expansion and sustainability of services and programs.
- Prepared annual department budgets and collaborated on organization budget.
- Inspired staff to strive for excellence by providing coaching and support for their professional growth.
- Played an active role in board engagement by contributing to drafting of organization's strategic framework and aligning its goals with broader vision and objectives.

Held the position of **Director of Human Resources** from March 2010 until title change to **Chief Human Resources Officer** in June 2020 to January 2022 with no additional responsibilities added. As a director, led talent growth for the organization with an increase in staff from 270 to 800 positions and an increase in annual budget from \$50M to \$152M. Additional responsibilities assumed as Director:

- Elevated business status by stepping up to lead in absence of CEO and COS.
- Served as a member of the Senior Executive Leadership team - 2014 to June 2023.
- Oversaw the management of an HR team of 14 paid staff and 6 volunteers.
- Performed formal and informal briefings and presentations to executive leaders.
- Assured fair resolution while maintaining positive labor relations by serving as primary representative for organization in top-level union grievances, arbitrations, and employee relations issues.

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- Enhanced organizational performance by collaborating with executive staff to align HR policies, payroll budgets, and strategic objectives.
- Cultivated atmosphere of learning and professional development by designing and implementing innovative employee training programs.
- Oversaw \$52M payroll budget by leveraging resources to support organization's sustainability.
- Approved vendor contracts and served as an authorized signatory for the organization to maintain compliance with legal and financial requirements in contractual agreements.
- Oversaw recruitment, staffing, onboarding and offboarding of employees as well as department restructuring and organizational design work.
- Collaborated with leadership to establish an international emerging leadership program, organization leadership academy, and co-facilitated all leadership cohorts.
- Enhanced employee satisfaction by utilizing data-driven approach to diagnose organizational issues, recommend targeted solutions, and evaluate the effectiveness of operations and people programs.
- Discontinued annual performance reviews and created an employee engagement process that increased retention.
- Created robust volunteer network of over 1500 individuals for Volunteer Resources program by devising strategies and infrastructure that supported mission-driven community engagement.
- Championed increase in the HR annual budget from \$500K to \$2.3M by aligning resources with strategic priorities and ensuring optimal utilization to support the organization's HR initiatives.

Held the position of **Human Resources Manager** from July 2008 until promoted to Director. Additional responsibilities assumed as Manager:

- Responsible for the management of 4 paid staff, 6 volunteers and 2 interns.
- Oversaw the day-to-day operations of the office.
- Delivered comprehensive support for employees' well-being and financial security by overseeing employee health benefits, workers' compensation, medical leaves, and retirement plans (403b & 457b).
- Responsible for the management of annual open enrollment of employee benefits.
- Audit all internal HR policies and organizational policies.
- Ensured employee handbook was up to date with changes in all applicable city, federal, and state laws as well as in compliance with collective bargaining agreements.
- Responsible for the on-boarding of all employees.
- Managed required trainings like sexual harassment and cultural competency trainings.
- Researched and interpreted program related laws, regulations, and guidelines and made recommendations for improvements.
- Ensured HR compliance in payroll processes, policies, laws, and regulations.
- Managed all employee transfers, promotions, and pay increases.
- Ensured diverse recruitment in the organization hiring process by creating a robust checks and balances process.
- Worked closely with credentialing medical teams to ensure that medical staff had appropriate licensure, education and certifications.
- Managed employee investigations – union and non-union, exempt and non-exempt.
- Responsible for the management of the employee performance appraisal system.

**Board President**, Christopher Street West, Inc. / LA Pride, Los Angeles, CA

November 2019 to August 2023

As a volunteer, championed fundraising efforts and administered an annual budget of \$2.5M for production of LA Pride by strategically allocating resources. Supervised two direct reports by effectively delegating responsibilities and developing high-performing team environment.

- Maximized fundraising opportunities and expanded the reach and impact by working with key stakeholders, including sponsors, donors, and community partners to cultivate strategic partnerships.
- Navigated complexities of event production by managing timelines, coordinating logistics, and handling execution of a diverse range of activities and programs during LA Pride.
- Evaluated impacts of new policies and procedures to determine the effectiveness in meeting organization goals.
- Managed and approved the organization annual budget.
- Managed and approved all vendor contracts.

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*Additional experience as a **Restaurant General Manager, Admissions Associate, Resident Hall Director and SK3 Petty Officer in the United States Navy Reserves** at multiple esteemed organizations.*

## EDUCATIONAL BACKGROUND

**Society of Human Resources Management – Certified Professional**, January 2024  
**Bachelor of Business Administration** | Pre-Law University of Louisiana, Monroe, LA, 1988  
**Career Training in Human Resources, Diversity, Equity, and Inclusion, Payroll, Benefits Administration, Labor Management, Mediations, and Union Negotiations**, 2007 to 2023

## PROFESSIONAL AFFILIATIONS AND COMMUNITY LEADERSHIP

**Society for Human Resources Management – Member** since 2009  
**LA Tourism DEI Advisory Board – LGBTQ Subcommittee**, 2020 to 2023  
**Not Going Back L.A. Diversity Committee**, 2020 to 2023  
**Community Clinic Association of Los Angeles – Human Resources Round Table**, 2008/ 2023  
**Chair – 2012**  
**California Primary Clinics Association – Human Resources Roundtable**, 2010 to 2023  
**Keynote Public Speaker – LGBTQ+ Healthcare and Competency in the Workplace**  
**Artist**

## PROFESSIONAL ACCOLADES

**Sharon-Franklin Brown Employee Excellence Award – LGBT Center** created in my honor, 2023.  
**13th Council District LGBT Heritage Month Honoree**, 2022  
**Distinguished 400 Award – 400 years of African American History Commission**, 2020  
**“Out100” List of Most Influential People!** 2020  
**Employment Round Table of Southern California & City of Los Angeles Leadership Award** 2017