



## CURRICULUM VITAE

Susan K. Laffer, Esq.  
Consultant

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### EDUCATION

**J.D., Boston University School of Law, 1990**

**B.S., Medill School of Journalism, Northwestern University, 1986**  
Double Major in Journalism and Political Science with minor in Psychology:  
Idaho Statesman Staff Reporter, Spring Quarter 1985

**Straus Institute of Dispute Resolution, Pepperdine University, 2011**  
Mediation Training

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### PROFESSIONAL EXPERIENCE

#### Consulting

**Employment Practices Solutions, Inc.**  
*Consultant* (2021 – present)

Conduct investigations into complaints of workplace misconduct. Provide guidance to employers concerning sound personnel practices and procedures. Provide training programs on a broad range of employment issues, including investigation procedures, harassment, sensitivity, conflict management, diversity, effective hiring, disciplinary action and other workforce policies and practices. Provide one-on-one coaching to employees following investigations. Make presentations, serve on discussion panels and write articles on employment related topics.

#### Legal

**Oz Law Group**  
*Of Counsel* (2011 – present)

Specialize in employment and business litigation, representing both defendants and plaintiffs in administrative actions, civil litigation, including class actions and PAGA claims regarding discrimination, harassment, trade secrets, unfair competition, wage and hour issues; policy development and advice regarding employment issues including hiring, employee relations, discipline and terminations, internal investigations, leaves of absence, disability accommodations, wage and hour compliance, fraud-related employment issues and dispute resolution; client industries include healthcare, veterinary care, entertainment, insurance, food services, manufacturing, distribution, professional services, cleaning services, property management, transportation and education.

**Friedman & Bartoumian**

*Of Counsel (2015-2019)*

Litigation support on civil employment matters; advising clients on policy development and compliance, including intersection between workers' compensation issues and civil exposure for disability discrimination, violations of state and federal disability laws.

**Consolidated Electrical Distributors, Inc.**

*Assistant General Counsel (2005-2011)*

Reported directly to the general counsel at one of the nation's largest distributors of electrical products with approximately 600 locations and more than 5,000 employees. Primary legal advisor for 31 divisions in 45 states; Responsible for directing and/or conducting investigations, oversight of company hotline; representing company before EEOC and State agencies; facilitating employment dispute resolution; drafting and implementing employment policies and training materials (both live training and online).

**Zenith Insurance Company**

*Director, Managing Attorney (2003-2004)*

Oversaw litigation management of medical provider and vendor disputes; directed provider fraud and abuse investigations; conducted discovery to develop civil, criminal and administrative actions against medical providers. Instrumental in developing investigation leading to the first lawsuit by a workers' compensation carrier under California's Insurance Fraud Prevention Act.

**Superior National Insurance Company in Liquidation**

*General Counsel, Vice President (2000-2002)*

Legal advisor to the California Department of Insurance Conservation and Liquidation Office during the liquidation process of five insurance companies, reducing staff from 1,400 to less than 100 employees; facilitated discovery and massive document production for \$529 million reinsurance dispute.

**Superior National Insurance Company**

*Assistant General Counsel, Vice President, Assistant Secretary (1993-2000)*

Legal advisor to human resources department; conducted and supervised investigations. . Developed instructional materials and conducted training seminars nationwide on human resource issues. Managed dispute resolution, civil litigation and appeals involving employment matters, billing fraud, attorney fee disputes, antitrust, trade secrets, RICO, unfair business practices, breach of contract, bad faith and breach of fiduciary duties. Supervised corporate legal and collection department staff. Negotiated and drafted agreements.

**Knapp, Petersen & Clarke**

*Summer Associate (1989); Associate (1990-1992); Principal (2002-2003)*

Practice areas included employment law, corporate business law, insurance coverage, construction defect, environmental, and property/casualty matters. Conducted depositions, negotiated settlements, prepared cases for mediation, arbitration, and trial. Prepared and argued motions, and prepared legal seminars for clients.

**Massachusetts Board of Registration in Medicine**

*Investigator (1988-1989)*

Investigated allegations of physician misconduct; prepared and presented complaints to the board.

**Burns & Levinson**

*Paralegal (1986-1987)*

**Science Resource Office, Massachusetts General Court**

*Intern (1984)*

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## LICENSE/CERTIFICATIONS

Licensed attorney in the State of California, 1990  
Registered in the Federal District Court for the Central District of California  
United States Supreme Court

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## MEMBERSHIPS

Association of Workplace Investigators  
California Bar, Labor and Employment Section  
Los Angeles County Bar Association, Labor and Employment Section

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## PRESENTATIONS

- Workers' Compensation Forum, "Workers' Compensation and Disability Accommodation"
- Facilitated over fifty management seminars throughout the United States covering a variety of topics, including: Preventing Harassment and Discrimination, Conducting Workplace Investigations, Employee Theft, Compliance (Government Contracting, Affirmative Action, Product Liability and Antitrust), Law for Management Trainees, Management Tools for Performance Management, Hiring and Termination Practices
- CalCPA Litigation Section Meeting, "Employee Theft: Risks & Rewards of Pursuing Criminal and/or Civil Actions"
- California Political Attorneys Association Annual MCLE Retreat "Employee/Independent Contractors Issues in Political Campaigns"
- Association of Corporate Counsel of America (ACCA) Corporate Counsel University Conference "Social Media: The New Rules of Engagement"
- Association of Corporate Counsel of America (ACCA) In-House Counsel Conference "Recent Developments in Employment Laws: U.S. Supreme Court, Ninth Circuit and California Update"
- California Workers' Compensation Defense Attorneys' Association Conference "Human Resources Issues in the Law Firm"
- Training Seminars in California, Arizona, Oregon, Texas, Arkansas, Florida, Louisiana, Illinois and New Jersey, "Preventing Harassment and Discrimination and Employee Handbook Issues for Employees and Management."
- California Self-Insurers Conference, "Improving Client-Counsel Relations"
- California Workers' Compensation Defense Attorneys' Association Conference, "Improving Client- Counsel Relations"
- Targeted training responsive to client needs

## BOARD/VOLUNTEER EXPERIENCE

### OHANA ONE, INC.

Board member for non-profit focused on international surgical aid and education using technology to bridge the gap between mentor surgeons and surgeons in the developing world

### MENDING KIDS

Served as Guardian for Ethiopian child brought to Los Angeles for life-saving surgeries.