

# LASHAN EPPERSON

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## **OBJECTIVE**

*To provide instruction in an environment with adult learners who seek an opportunity to be academically challenged and rewarded for their effort; all while motivating and aligning with each learner; identifying learning styles and adapting accordingly to maximize success personally, professionally, and collectively.*

## **EDUCATION**

Doctorate, Business Administration – DBA (ABD June 2021, anticipated completion September 2022)

CALIFORNIA BAPTIST UNIVERSITY – Riverside, CA

Master's Degree, Business Administration – MBA (2005)

UNIVERSITY OF REDLANDS – Redlands, CA

Bachelor of Science in Business Management (2001)

UNIVERSITY OF REDLANDS – Redlands, CA

## **SUMMARY OF TEACHING SKILLS**

Classroom Management

Social Media Savvy

Testing and Evaluation

Lesson Plan Development

Strategic Planning

Online Instruction Experience

Multimedia Instruction

People Development

Curriculum Design

## **PROFESSIONAL ATTRIBUTES**

- Effective verbal, written, presentation, facilitation and interpersonal communication skills
- Willingness to adhere to established training procedures to identify, deliver, and track training programs
- Innovative professional with 15+ years of progressive experience within corporate and retail sales environments and the skills to drive business growth, capitalize on new revenue potential, and manage all aspects of daily business operations – can provide instruction firsthand on the business life cycle
- Expertise in a conceptual sales process, pricing strategies, building client relations and needs assessment, marketing, administration, and staff recruitment, training, supervision, motivation and mentoring – can provide instruction on the employee life cycle and human resources
- Thorough understanding of in classroom and online learning principles, theories and techniques
- Content development background
- Very detailed oriented
- Trustworthy and dependable
- Able to deescalate challenging situations
- Comfortable with exercising judgment within defined procedures and practices
- Ability to work independently and in a group environment

## **PROFESSIONAL EXPERIENCE**

AZUSA PACIFIC UNIVERSITY – Azusa, CA

06/2019 to Present

*Private Christian University*

**Assistant Professor, School of Business and Management**

Provide instruction to students pursuing undergraduate and graduate degrees. Primary instruction in the Business Education realm with focus on Business Management, Human Resource Management, Quality Customer Service, Ethics, Professional Procedures Business Law, Marketing Research. Design and deliver course curriculum and manage student outcomes.

APPLE, INC. – Rancho Cucamonga, CA 06/2014 to 09/2021  
*Multinational Technology Company*

**Business Expert / Store Trainer / Content Developer**

Maintain an ongoing familiarization with internal processes, procedures and policies. Provide feedback for improvement and celebrate above par team performance. Demonstrate expertise in a cross-section of industry practices and help drive business growth. Collaborate with leadership team to drive awareness and execution of growth initiatives. Work with customers to establish potential and deployment of Apple solutions. On board new employees and provide guidance through two week core training. Research, prepare, write, and edit channel partner training content for Apple Education.

SAN JOAQUIN VALLEY COLLEGE – Ontario, CA 07/2017 to 06/2019  
*Technical Trade School, Secondary Education.*

**Adjunct Business / General Education Instructor**

Provide instruction to students pursuing two and four year degrees. Primary instruction in the General Education realm with focus on Business Administration, Human Resource Management, Quality Customer Service, Ethics, Professional Procedures Business Law, Marketing Research. Prepare syllabus and manage student outcomes.

CORONA-NORCO UNIFIED SCHOOL DISTRICT – Corona, CA 10/2010 to 05/2019  
*Ninth largest school district in California.*

**Substitute Teacher**

Provide instruction to students in primary education. Focus is in K-12<sup>th</sup> grades.

ITT TECHNICAL INSTITUTE – San Bernardino, CA 11/2008 to 12/2016  
*Technical Trade School, Secondary Education.*

**Adjunct Business / General Education Instructor**

Provide instruction to students pursuing two and four year degrees. Primary instruction in the General Education realm with focus on Business Administration, Human Resource Management, Research Methods, Political Science, Quality Customer Service, Ethics, Professional Procedures and Portfolio Management, Business Law, Composition I, Marketing Research, Associate and Bachelor Thesis panels, Curriculum Development Committee. *Instructor of the Quarter, Spring 2010 and Summer 2012.*

PAYCHEX, INC. – Riverside, CA 02/2008 to 08/2011  
*Second largest provider of payroll services to small businesses in San Bernardino County.*

**Sr. Human Resource Sales Consultant**

Provide leadership with sales and new business development. Communicate with potential clients to discuss needs and present proposed solutions for managing business infrastructure focusing on the entire employee management system with emphasis on the benefit administration. Evaluate current benefit offerings and align with budget and internal expectations.

AUTOMATED DATA PROCESSING (ADP), INC. – Buena Park, CA 05/2005 to 02/2008  
ADP TotalSource

*The largest Professional Employers Organization (PEO) in the nation.*

**District Human Resource Sales Manager**

Provide leadership in the human resource and sales realm of the organization. Assist in the establishment of new business entity. Consult with business owners regarding their business entity. Provide a business consultation that evaluates employee benefit plan designs and provided employers with recommendations based on employee cultural needs. Train and develop staff regarding the business goals and presentation skills. Research and be available as a resource to add value to sales presentations. Build alliances with key business partners and communicate the mission statement of the organization.

PAYCHEX, INC. – Santa Ana, CA 08/1999 to 05/2005  
*Second largest provider of payroll services to small businesses in Los Angeles and Orange Counties.*

**Human Resource Sales Consultant (2003 to 2005)**

Provide leadership with sales and new business development. Communicate with potential clients to discuss needs and present proposed solutions. Provide support with human resources including orientation, training, compensation, and benefit packages. Track and report to upper management on sales and client issues. *Key Achievements:*

- Achieved status for “Diamond Club” inclusion due to outstanding sales and service.
- Achieved “Conference Qualification” inclusion due to exceeding assigned quota.

**Senior Human Resources Generalist/Client Service Representative (2000 to 2003)**

Oversaw all aspects of human resource support for 66 businesses. Developed and facilitated employee orientation and training programs. Analyzed and implemented compensation and bonus programs. Worked closely with executive officers, accountants, business managers, payroll and sales staff to address employee benefit packages. Developed employee handbooks. *Key Achievements:*

- Received employee award for successful management of Los Angeles and Orange Counties territories, with 15% more clients than any other service representative.
- Developed effective programs, policies and procedures for more than 40 small businesses in the Information Technology, Medical, Financial, Real Estate and Entertainment industries.
- Instrumental in reducing operating expenses by 20% for 20 small business owners.

**Sr. Payroll Specialist (1999 to 2000)**

Call Center Environment (outbound and inbound). Responsible for processing payroll and related reports for 300 business clients including 7500 employees. Provided day-to-day liaison with clients and tax, accounting, operations and sales departments.