

Leila Bidad C.V. Mediator, Orange County, California

Dispute Resolution Professional

The Olive Tree Initiative

Pepperdine University School of Law

Orange County, California Area

International Alternative Dispute Resolution Polyglot: (Conflict Management, Mediation, Arbitration, Ombudsman, Cross-cultural Relations, Peace-building, Shuttle-diplomacy, Negotiations, Corporate Social Responsibility, Good Governance, international relations).

Also interested in immigration, education, communications, human resources, civil society initiatives, diversity and inclusion, human resources, human rights, NGO operation, legal analysis, international sales, program management, and public relations.

Open to consulting opportunities worldwide.

Experience

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Co-founder of Armenia-Turkey Branch of Peacebuilding Initiative & Student Diplomat

Company Name The Olive Tree Initiative

Dates Employed Oct 2011 – Present

Employment Duration 6 yrs 5 mos

Location Center for Citizen Peacebuilding, University of California, Irvine, CA, USA

- Received the Chancellor's Award of Distinction for Outstanding Leadership as a student diplomat
- Facilitated discussions between Armenian and Turkish students to help them humanize the "other"
- Planned, fundraised for, and attended a two-week ambassadorial trip to Armenia and Turkey
- Discussed the conflict with government officials, civil society, academia, NGOs, and civilians

- Recruited students for program continuation and oversaw 20 students on 2 campuses
- Presented at World Affairs Council of Orange County's Global Human Rights & Crimes event
- Lectured on human rights-based ADR for Schreiner University's "Changing Global Society" course
- Participate in alumni panels on career planning and educational sessions on mediation skills
- Engage in publicity through the #OTIFAMILY campaign
- Serve the Center for Regional Engagement (CRE) Board of Directors as the Corporate Treasurer



Dispute Resolution Supervisor, Contracted through Morley Companies Inc.

Company Name Hyundai Motor America

Dates Employed 2015 – 2017

Employment Duration 2 yrs

Location Fountain Valley, California

- Created the dispute resolution department and facilitated the creation of 2 other supporting contracts
- Resolved work-related and intercompany HR issues with MI-CA employment law dynamic
- Supervised 20 in-house mediators as they conducted online dispute resolution in lieu of litigation
- Trained the mediation team on nation-wide consumer laws, software tools, and repair analysis
- Conducted a fair investigation of claims and facilitated escalated cases via co-mediation
- Ensured settlement of a 50-90 caseload per person in 30 days, avoiding statutory fees
- Participated in alternative dispute resolution with BBB, Attorney Generals, and NMVB
- Analyzed cases under consumer, international, product liability, intellectual property, privacy, cybersecurity, class action, torts, personal injury, and business laws in addition to best practices
- Collaborated with departments and counsels to improve processes, provide options, and give referrals
- Provided feedback to software analytics team on Siebel case management and report creation
- Ensured compliance and confidentiality in accordance with company policy and federal TREAD Act
- Drafted mediated settlement agreements, directly reducing legal repurchases by 10% in 2 years



Human Rights-based Conflict Resolution Extern

Company Name Université Catholique de Lyon

Dates Employed Mar 2015 – May 2015

Employment Duration 3 mos

Location Institut des Droits de l'Homme, Site Carnot (IDHL) Lyon, France

- Proposed for an externship to infuse a multi-instructor intensive course on conflict resolution to complement the Masters of Human Rights program that served European and MENA students
- Negotiated and secured partnerships with 13 existing alternative dispute resolution organizations in France both as co-instructors of the course and internship hosts in two months
- Collaborated with 6 of the world's UNESCO chairs of culture and interculturality
- Selected by the director of the program to consult the university's business department on recommended courses of action in addressing a confidential work-related ethical dilemma facing six businesses in France
- Hosted the co-director of IDHL at Pepperdine for courses on “Mediating the Litigated Case”
- Proposed to co-instruct a human rights-based conflict resolution intensive course at Pepperdine with the co-director of IDHL

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Ethics and Ombuds Extern

Company Name Los Angeles World Airports

Dates Employed Jan 2015 – Mar 2015

Employment Duration 3 mos

Location Los Angeles, CA, USA

- Received the standard International Ombudsman Association certification training
- Investigated work-related disputes within the airport with high-security, nation-wide impact
- Analyzed patterns on the annual report to identify a common work place issue and built an on-line “expectations” survey that addressed the issue indirectly
- Engaged in systems-design and publicity by creating bilingual outreach for employee awareness on Ethics, Ombuds, & Best Practices
- Authored the “Negotiating through a Gender Lens” article in the Summer 2015 Ombuds Newsletter



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Small Claims Court Mediator through Center for Conflict Resolution (CCR)

Company Name Los Angeles Superior Court

Dates Employed Aug 2014 – Jan 2015

Employment Duration 6 mos

Location Downey, Inglewood, Van Nuys, and Alhambra, CA, USA

- Served underserved communities in different languages, successfully settling 32 mediations regarding business, consumer-merchant, family-domestic, landlord-tenant, school, neighbor, organizational, personal injury, property damage, and workplace disputes
- Recognized for mediation skills, courtroom demeanor, and service to diverse constituents



Assistant Manager of Diversity and Inclusion Program

Company Name Abercrombie & Fitch

Dates Employed Feb 2014 – Aug 2014

Employment Duration 7 mos

Location Century City and Canoga Park, CA, USA

- Rolled out branding realignment to add black-colored merchandise and ethnically diverse associates
 - Implemented diversity in recruitment and inclusion in the work environment of 60 employees
 - Increased regional sales through new initiatives utilizing one-year associate experience in 2009
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Arts Mediation Case Assistant & Outreach Intern

Company Name California Lawyers for the Arts

Dates Employed Nov 2013 – May 2014

Employment Duration 7 mos

Location Santa Monica, CA, USA

- Conducted outreach through researched data generated to engage in public relations
- Provided mediation services to underserved local arts and entertainment communities

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Poverty Prevention and Rehabilitation Advocate Intern

Company Name LIFT, Inc.

Dates Employed Nov 2012 – Apr 2013

Employment Duration 6 mos

Location Los Angeles, CA, USA

- Conducted intake and advocated for low-income families in legal, educational, and financial cases in order to help lift them above the poverty bracket
- Drafted grant proposals, planned fundraisers, assisted with publicity strategy, engaged in public relations, and participated in outreach for advocate recruitment
- Represented LIFT on KIRN radio to help with publicity and outreach to target Iranian donors and in-need community members

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Consultant and Manager of Cross-Cultural Mentorship Programs

Company Name PAAIA (Public Affairs Alliance of Iranian Americans)

Dates Employed Oct 2009 – Apr 2011

Employment Duration 1 yr 7 mos

Location Los Angeles, CA, USA

- Liaised communication of budgeting, strategy, and policy changes between 8 chapters in 5 states
- Planned and implemented publicity, networking, and fundraisers in partnership with the Persian American Cancer Institute, Iranian American Bar Association, UC-wide Persian Student Association
- Oversaw mentorship program to help connect graduates and early professionals with field experts
- Created „Students Supporting Students“ program to help Iranian-American high school students overcome cross-cultural, college planning, identity building, peer, and family related issues
- Editor of the “When Sparks Fly” section of the PAAIA newsletter

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Legal Assistant

Company Name Law Offices of Tavakoli & Associates

Dates Employed Jan 2010 – Jun 2010

Employment Duration 6 mos

Location Century City, CA, USA

- Performed intake and drafted letters for personal injury and product liability cases in two languages

Education

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Pepperdine University School of Law

Degree Name Master's Degree

Field Of Study Straus Institute for Dispute Resolution (MDR)

Grade Ranked #1 in the nation by U.S. News & World Report

Dates attended or expected graduation 2014 – 2015

Activities and Societies: Work-study, Pepperdine Disability Services Office Notetaker

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Pepperdine University London, England

Degree Name Study Abroad - London, Paris, Geneva

Field Of Study International Dispute Resolution Scholar

Dates attended or expected graduation 2015

Activities and Societies: London Court of International Arbitration (LCIA), Centre for Effective Dispute Resolution (CEDR), International Chamber of Commerce (ICC), World Trade Organization (WTO), United Nations High Commissioner for Refugees (UNHCR), World Intellectual Property Organization (WIPO), International Organization for Migration (IOM), Court of Arbitration for Sports (CAS), International Telecommunication Union (ITU), International Labour Organization (ILO), and International Committee of the Red Cross (ICRC)

Attended all workshops by the host agencies and participated in mock mediations/arbitrations

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Université catholique de Lyon

Degree Name Study Abroad Extern Lyon, France

Field Of Study Human Rights Scholar

Dates attended or expected graduation 2015

Activities and Societies: • Participated in the Resolution of International Investment Disputes course in the European and International Trade and Investment Law program. Won mock bilateral investment trade arbitration • Participated in the Human Rights course that was partially conducted in Strasbourg, France at the European Court of Human Rights and the Council of Europe (Biao v. Denmark)

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University of California, Irvine

Degree Name Bachelor's Degree

Field Of Study Political Science (International Relations) & Spanish

Grade Dean's Honor Roll

Dates attended or expected graduation 2010 – 2013

Activities and Societies: (1) Co-founder and Co-chair, Olive Tree Initiative Armenia-Turkey (2) UCI Law Farsi Translator, Iraqi Refugee Assistance Project (IRAP) (3) Professional Chair & Secretary, Phi Alpha Delta Law Fraternity (4) Social event promotion Member, Iranian Student Association (5) Turkish Exchange Student Partner, The Communication Club (6) Peer Tutor, Statistics 10B/10C Course (7) Global Cultures Program Observer, Chabad of UCI (8) Notetaker, UCI Disabilities Services Center (9) Grader, E-Writing Course

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Universidad Torcuato Di Tella

Degree Name Study Abroad Scholar and Researcher - Buenos Aires, Argentina

Field Of Study Spanish Literature and Culture

Dates attended or expected graduation 2011 – 2011

Activities and Societies: Combined study abroad program on Spanish language and culture with my independent research course to write about unity in multiplicity in Buenos Aires focusing on its diverse immigrants

- (1) <http://uciargentina.wordpress.com/2011/07/10/estancia-la-naturaleza/>
- (2) <http://uciargentina.wordpress.com/2011/07/05/primer-dia-primeras-impressiones-che-esto-es-argentina/>
- (3) <http://uciargentina.wordpress.com/page/3/>
- (4) <http://uciargentina.wordpress.com/2011/08/10/palace-de-glace-group-a-jen-leila-and-preston/>
- (5) <http://uciargentina.wordpress.com/2011/07/19/eva-peron-museum-group-a-leila-preston-jen/>
- (6) <http://uciargentina.wordpress.com/2011/08/10/uruguay-group-a-leila-jen-preston/>
- (7) <http://uciargentina.wordpress.com/2011/07/28/teatro-regio-group-a-leila-preston-jen/>
- (8) <http://uciargentina.wordpress.com/2011/07/28/san-telmo-group-a-jen-leila-preston/>