

**William Dwyer**  
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**SUMMARY:**

Currently a full-time faculty member with Rutgers University's School of Management and Labor Relations (SMLR) teaching courses including workplace conflict resolution and negotiations.

Labor and employment relations professional with over twenty five years' experience as a practitioner with Public Service Enterprise Group a publicly traded (NYSE:PEG) diversified energy company headquartered in New Jersey, and one of the ten largest electric companies in the United States.

**EXPERIENCE:**

**Teaching Instructor  
Rutgers University**

**July, 2013 – present  
New Brunswick, NJ**

- Taught seven standard courses each academic year at the Graduate and Undergraduate levels for the Labor and Employment Relations Department within the School of Management and Labor Relations.
- Served as project leader for the Spring, 2016 SMLR Labor-Management Conference.
- Served as Faculty Advisor for the Rutgers University student chapter of the Labor and Employment Relations Association. Facilitated the growth of this first-ever LERA student chapter from a vision in 2014 to a full-fledged active chapter that has won multiple recognition awards from the national LERA organization.
- Taught four Summer and Winter session courses and scheduled to teach two more during Summer session 2018.
- Provided career advice and counselling for LSER students.
- Worked with the non-credit LEARN Program Director to develop new offerings in labor relations training.
- Led teams of students to participate in the 2015 International Negotiations Cup competition in Montreal.
- Served as Board Member, SMLR Alumni Association.
- Partnered with the Executive Secretary of the NJ State Board of Mediation to create a hands-on mentoring program for SMLR graduate students to work alongside established arbitrators and mediators. Students participating in the program attend hearings and provide their draft arbitration awards to the mentors for critical feedback. Two students are currently participating in the program.
- Wrote 31 letters of recommendation on behalf of SMLR students applying to graduate programs and law schools during 2017-2018.
- Served as the founding and current Board member, New Jersey Association of Professional Mediators grievance mediation committee, promoting the use of grievance mediation as an optional step in the grievance procedure to labor arbitration to provide multiple benefits to labor and management.
- Served as the liaison on the NJ Labor and Employment Relations Association Executive Board with the national LERA organization.

- Taught courses through the LEARN program (Proactive Grievance Handling and Contract Enforcement and Collective Bargaining and Contract Negotiations).
- Taught courses through the Executive and Professional Education program (Workplace Conflict Resolution and Problem-Solving Techniques for the NJ Office of Legislative Services and the NJ Turnpike Authority).
- Selected to serve as a presenter at the 2018 LERA annual conference.
- Served as Labor and Employment Section Co-Chair for the NJ Association of Professional Mediators.
- Served as volunteer mediator for the Community Dispute Resolution Program, NJ Superior Court, Vicinage XIII for over 25 years, facilitating negotiations to resolve community disputes in Somerset, Warren and Hunterdon Counties.

**Manager, Labor and Employment Relations  
Public Service Enterprise Group (PSEG)**

**2000 – July, 2013  
Newark, NJ**

- Responsible for all aspects of labor relations matters involving multiple unions and collective bargaining agreements.
- Cultivated a progressive and collaborative labor relations environment with union leadership centered on interest based bargaining and joint problem solving.
- Served as chief corporate spokesperson in all labor contract renewal negotiations, third step grievance discussions, arbitration hearings as well as matters before the National Labor Relations Board.
- Led employee relations for the entire 10,000 employee corporation on a two-year rotational assignment. Primary responsibilities included managing all employee relations investigations, developing, updating and implementing all human resources policies, leading corporate employee dispute resolution process and partnering with line of business senior leaders in the strategic planning process.
- Developed and conducted labor relations and employee relations training for senior executives, managers and supervisors.
- Developed labor relations and employee relations strategies to effectively implement new business initiatives.
- Advised corporate executives and line of business managers concerning the application and interpretation of collective bargaining agreements, negotiations strategy and company policies.
- Directed, developed and supervised the preparation of language for changes to collective bargaining agreements.
- Provided detailed labor economic analysis to senior management.
- Collaborated with business and union leaders to create and implement comprehensive process improvement systems.
- Developed corporate labor relations strategic model for future contract negotiations.

**Part Time Lecturer  
Rutgers University**

**2012 – 2013  
New Brunswick, NJ**

- Taught Conflict and Conflict Resolution in the Workplace.

**District Manager – Customer Services  
Public Service Electric and Gas Company (PSE&G)**

**1997 – 2000  
Cranford and Roseland, NJ**

- Led team of 225 management and represented employees to provide superior customer service to 760,000 customers during the deregulation of the electric and gas markets.
- Developed and managed annual O&M budget of over \$9 million while reducing costs and improving operational and employee engagement results.
- Guided work force to achieve a 78% reduction in OSHA recordable injuries.
- Utilizing interest-based problem solving, reduced third step grievance rate by 91%.

**Senior Labor Relations Representative**  
**Public Service Electric and Gas Company**

**1992 - 1997**  
**Newark, NJ**

- Supported line of business clients regarding the implementation and interpretation of applicable Collective Bargaining Agreements.
- Prepared contract language for, and participated in, contract renewal negotiations.
- Explored and implemented interest based bargaining techniques.

**Industrial Relations Coordinator**  
**Public Service Electric and Gas Company**

**1990 – 1992**  
**Newark, NJ**

- Provided input and conducted research leading to successful outcomes in interim negotiations, grievance meetings and arbitration cases with the International Brotherhood of Electrical Workers, Utility Co-Workers Association and the Office and Professional Employees International Union leadership.

**Supervisor – Meter Reading Operations**  
**Public Service Electric and Gas Company**

**1988 – 1990**  
**Cranford, NJ**

- Led a team of forty-seven employees to achieve sustained improvement in overall customer service performance, receiving formal recognition from the Senior Management Team for sustained performance improvement.

**Meter Reader**  
**Public Service Electric and Gas Company**

**1976-1988**  
**Plainfield, NJ**

- Obtained and recorded customers' electric and gas consumption data for billing purposes.

## **EDUCATION AND TRAINING**

**Executive Management Development**  
The Pennsylvania State University

**2005**  
State College, PA

**The Project on Negotiation**  
Harvard, MIT and Tufts University

**2002**  
Cambridge, MA

**Master of Labor and Industrial Relations**  
Rutgers University

**1997**  
New Brunswick, NJ

**Executive Management Development**  
American Management Association

**1994**  
Atlanta, GA

**Bachelor of Arts, Labor Studies**  
Rutgers University

**1993**  
New Brunswick, NJ

**PROFESSIONAL AFFILIATIONS**

- Mediator, NJ Superior Court appointment since 1994
- Member, Association for Conflict Resolution since 1995
- Member, Labor and Employment Relations Association since 1991
- Past President, National Liaison and current Executive Board Member, New Jersey Labor and Employment Relations Association
- Past member of the Executive Board, Labor and Employment Relations Association (National Level)
- Past President, Rutgers University School of Management and Labor Relations (SMLR) Alumni Association
- Past Board Member, New Jersey Labor/Management Partnership
- Past Board Member, State Advisory Council, Rutgers University SMLR

**RECENT AWARDS**

- Recipient of the 2018 Teaching Award, Labor Studies and Employment Relations, School of Management and Labor Relations, Rutgers University
- Received the Practitioner of the Year Award for 2018, Labor and Employment Relations Association. Awarded at annual conference in Baltimore, MD