

Karen R.Tso

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QUALIFICATIONS

Eight years serving in management and supervisory positions with Social Service programs for the Native American tribes in the State of Oklahoma. Six years working for Indian Casinos.

EDUCATION

B.A., Psychology, Minor in Business-July 1994-East Central University, Ada, Oklahoma
A.A.S., Accounting, May 1984 Haskell Indian Junior College, Lawrence, Kansas.

HUMAN RESOURCE EXPERIENCE

Kiowa Casino, Devol, Oklahoma (October 17, 2006 to present)

Human Relations Specialist

Responsible for

Human Resource Generalist (3 years)

Human Resource Representative

Human Resource Specialist

Responsible for recruitment and hiring process of the Kiowa Casino. Screened and interviewed applicants, and processed all hiring paperwork. Complied and maintained all employees' personal records. Compiled data and processed HR reports. Handled grievances and employee relations for Food and Beverage, Housekeeping, Valet, Retail Store, Surveillance, IT, Cage, HR.

Human Resources Receptionist (1 year)

Responsible for the office management of the Lawton Kiowa Casino office. Processed applicants for hire. Answered phones and directed calls. Organized meetings for the Kiowa Gaming Commission. Day to day clerical work.

*Facilitated the Kiowa Casino Team Member Care Committee.

Responsible for facilitating this committee to help employees in time of need.

MANAGEMENT EXPERIENCE

IOWA TRIBE OF OKLAHOMA-R.R.1, Box 721 Perkins, Oklahoma 74059

Director of Eagle's Nest Youth Shelter

Managed the daily activities of the Youth Shelter. Supervised six employees. Screened admissions to the Shelter. Counseled with clients. Managed the laundry business with the Fitness Center. Worked with State and Tribal Indian Child Welfare and Social Service programs.

APACHE TRIBE OF OKLAHOMA-P.O. Box 1220 Anadarko, Oklahoma 73500

Director of Social Services

Coordinated and maintained a working relationship with the Tribal, City, County, State, and Local agencies. Monitored the Social Services contracts with the Bureau of Indian Affairs, General Assistance, Individual Indian Monies Accounts, Trust Property Income Reports, and Burial Assistance. Administered Federal Programs for Low Income Home and Energy Assistance.

Family Violence and Community Service Block Grant. Responsible for case management for each individual client

COMANCHE TRIBE OF OKLAHOMA-Lawton, Oklahoma 73507

Social Services Caseworker

Processed General Assistance Applicants.
Supervised the Tribal Work Experience Program (TWEP) and provided supportive counseling.
Monitored TWEP participants and addressed relative issues.

Child Protection Worker

Responsible for receiving, investigating, and evaluating all alleged cases of neglect and physical/sexual abuse involving Comanche children. Worked cooperatively with the Comanche Children's Court and personnel of Indian Child Welfare and State Department of Human Services. Completed investigations and presented recommendations to the appropriate agencies.

HEALTH RELATED EXPERIENCE

Certified Nurse's Assistant-Wetumka General-Wetumka, Oklahoma
Worked with RN and LPN to provide patient care.

Personal Care Assistant-Gentiva 2210 Gore Blvd., Suite 3, Lawton, Oklahoma 73501
Worked 22 hours a week giving personal care for clients on a daily basis. This included personal hygiene, cleaning house, grocery shopping, and running errands.

Health Service Worker-Topeka State Hospital-Topeka, Kansas
Supervised sixteen children on the Children's Ward. Provide direction in structured environment. All work performed under the direction of a Licensed Mental Health Technician.

HR TRAININGS ATTENDED

1. Interviewing and Hiring-Great Plains Vo-Tech 10/02/2007 (3 Hours)
2. Word and Excel & Outlook Training-Great Plains Vo-Tech 05/13/2008 (3 Hours)
3. ABRA Training-Galaxy-03/11-13/2009 (24 Hours)
4. SHRM Training-Human Resource Management 03/24/2008 (1.5 CEU's)
5. "Get Motivated" 06/30/2009 Lloyd Noble Center, Norman, Okla. (8 Hours)
6. The Importance of Utilization of Electronic Training-08/09/2009 OIGA (1 Hour)
7. The Changing Climate of Employee screening in these Uncertain Times-08/10/2009 OIGA (1 Hour)
8. Bridges to Your Business Future- Building a Customized Career Development Program for Native Casino Employees-08/11/2009 OIGA-(1 Hour)
9. History of Indian Gaming-Pawnee Nation College-Kiowa Casino-09/10&11/2009-(16 hours)
10. Managing Human Resources Departments-(04/22&23/2010) Falmouth Institute-(1.2. CEU's)
11. Grievances and Appeals Procedures For the Human Resources Professionals-(05/24-25/2010) Falmouth Institute-(1.2 CEU's)
12. State and Tribal Compacts-Pawnee Nation College-Kiowa Casino-05/27&28/2010-(16 hours)
13. HR Bootcamp-Buss ProductionsNorthern Quest Resort, Spokane, Washington-4/26-29/2011-(24 hours)

*In the process of getting my National Native American Human Resources Certification.

MEMBERSHIPS

National Native American Human Resources Association
Professional Business Woman Association
United Methodist Women
Notary for the State of Oklahoma

SKILLS

Windows, MS Word, Excel, Data Entry, Type 50 words per minute, Xerox machine, Microfiche, Calculator (10 key), Switchboard telephone system, Mail meter, Sage ABRA software (Human Resources and Payroll), Cyber Recruiter, LabCorp processing for Drug Screens.