

# Caroline Cheng

## Mediator / Arbitrator / Independent Panelist

Caroline brings a broad range of mediation and problem-solving skills to Phillips ADR based on decades of high-level private and public sector experience, including as General Counsel of a Big 4 accounting firm and as Principal Deputy White House Counsel. In these roles, she negotiated and resolved a wide variety of disputes and developed specific expertise in advising Boards and senior leadership in dispute resolution. She is an excellent communicator and is well-known for her consummate people skills and judgment as well as her legal acumen.

Most recently, Caroline was the General Counsel, Firm Secretary and Counsel to the Board at PricewaterhouseCoopers LLP (PwC). As General Counsel, she had responsibility for all of the legal, regulatory, compliance and corporate governance affairs for PwC including all of its lawsuits and regulatory matters, some involving billions of dollars in claimed damages. She personally oversaw and conducted numerous settlement negotiations and mediations with opposing counsel, PwC clients and regulators including the SEC, the FDIC and the PCAOB. In her role, she was also instrumental in resolving internal conflicts among partners, practice groups and affiliated firms within PwC's global network.

Before joining PwC, Caroline served as Principal Deputy White House Counsel and Deputy Assistant to President Obama. In this role, she advised the President and senior White House officials on a wide range of matters, including actual and threatened litigation relating to the President and was personally involved in delicate negotiations relating to congressional investigations, executive privilege issues and the like.

Prior to serving in the White House, Caroline was the General Counsel and Secretary at Mercer, a global consulting firm with 25,000 employees in 130 countries. In this role, she had responsibility for all the global legal, regulatory and corporate governance affairs for the company. She joined Mercer from Deloitte LLP where she was Associate General Counsel specializing in litigation and regulatory matters. Prior to Deloitte, she was an in-house counsel at Arthur Andersen LLP with the same focus. She began her career as a litigator at Jenner & Block.

In these various roles, in addition to providing strategic counsel on complex and critical issues involving the law and conflict resolution (and avoidance), Caroline developed expertise in risk management, crisis communications both internally and externally and organizational process improvement. Her extensive experience allows her to see disputes from all sides, understand the institutional (and sometimes personal) interests beyond just the dollars and craft creative solutions which recognize and accommodate the legitimate interests of all concerned parties.

Caroline is a graduate of both the College and the Law School at Columbia University.



**Call: (949) 760-5280**

---

[www.phillipsadr.com](http://www.phillipsadr.com)