

GUILLERMO R. GONZÁLEZ, MPA

Pomona, CA

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PROFESSIONAL PROFILE

People Operations thought leader with a proven record of success in both the public and private sectors. Ability to establish metrics and work collaboratively in a team environment in alignment with overall key organizational goals and objectives.

HR SKILLS

- Manager Training & Coaching
- HR Policies & Procedures
- HR Metrics
- Project Management
- Retention & Succession Planning
- Wage & Hour Compliance
- Employee Relations
- Labor Relations
- Investigations
- Conflict Resolution
- Employment Law
- Performance Management
- Training
- Organizational Development
- Leave of Absence Administration
- ADA
- Change Management
- FMLA/CFRA
- Title VII/FEHA

PROFESSIONAL EXPERIENCE

NATIONAL RENOVATIONS LLC, Burbank, California

June 2022 – Present

Senior Director, People Operations (Chief People Officer)

- Oversee HR policy and formulation – updated handbook.
- Led the recruitment function to reduce recruitment costs.
- Created HR processes consistent to achieve organizational goals.
- Improved benefits offerings to retain and attract talent.
- As part of Senior Leadership team is a strategic advisor on scaling business
- Partnered with CFO with workforce planning and Annual Operating Plan
- Compensation planning.
- Led the implementation and adoption of a new HCM platform.
- Change management leader.

TELACU INDUSTRIES, INC., Commerce, California

August 2019 – June 2022

HR Director

- Oversee HR policy and formulation on an enterprise basis.
- Direct and manage two managers and one HR Business Partner.
- Partner with entity heads to ensure HR meets their service level agreements.
- Manage day-to-day operations of the HR Department.
- Oversee payroll functions.
- Set strategic goals for the department and the enterprise.
- Revamped the evaluation process and implemented metrics and goal setting.

HONDA CENTER/ANAHEIM DUCKS, Anaheim, California

June 2018-August 2019

HR Manager

- Employee Relations Manager

- EDD claims administration
- Worker's Comp return to work
- Title VII, FEHA, Wage & Hour investigations
- Revised company handbook, departmental manuals, policies, and created SOP's
- Created Sexual Harassment Investigation Protocol
- Created Wage and Hour training content for new hires
- Conducted training for 1200 new hires in English and Spanish, management team members in Arena Operations, Food and Beverage, Retail Operations, Marketing, Security, and HR
- Work with outside counsel on compliance and employee relations issues

BUFFALO WILD WINGS, Minneapolis, Minnesota

February 2015 – June 2018 Wage & Hour Compliance Consultant

- Created and managed wage and hour compliance standard operating processes (SOP) and tools, gap analysis and ongoing benchmarking to ensure systemic focus on, and compliance with, California wage and hour laws.
- Managed day-to-day wage and hour support for 55 restaurants and the sharing of wage and hour information/knowledge among restaurants; provided wage and hour problem solving to restaurant managers, field leadership and other cross-functional home office teams.
- Created and conducted yearly training for field leaders
- Worked in collaboration with Team Member Relations, Payroll, Benefits, and Wage and Hour Analyst to understand, and mitigate risks associated with, complexities and technicalities of California wage and hour laws and related compliance issues.
- Committed to continuous learning and understanding of wage and hour law and related procedures, internal controls, computer systems, and supporting documents.
- Provided continuous and proactive communication in support of field operations and other related business operations.
- Provided regular wage-and-hour compliance reporting to field leadership and, as appropriate, other business leaders.
- Interacted with field leadership to assess operational procedures related to California-specific wage and hour laws.
- Recommend appropriate corrective action to resolve non-compliance; worked with leadership to correct noncompliance through corrective action.
- Identified trends in noncompliance and recommended corrective action through changes in policies and procedures and training.
- Functioned as a California wage and hour subject matter expert, acting as a key liaison and business partner for restaurant managers, Field Leadership Team, and cross functional stakeholders.

COUNTY OF LOS ANGELES DEPARTMENT OF REGIONAL PLANNING, Los Angeles, California

March 2013 – January 2015

Administrative Assistant I (Facilities Risk Management)

- Analyzed problems of department-wide concern and make recommendations for the solution of problems of organization, program, procedures, systems, facilities planning, and budget.
- Assisted in budget preparation by drafting or revising justifications for expenditures and compiling supportive data, as assigned.
- Analyzed budget requests for facilities, divisional requests for additional positions, and service and supplies or fixed assets budgets and built a database to track and retire department-wide property
- Coordinated moves of office personnel and equipment and arranged for use of County-owned facilities.
- Served as primary liaison for building management/facilities concerns, buildouts and OSHA walkthroughs.
- Checked operating reports and maintained and supervised the maintenance of administrative records.
- Assisted in conducting studies to ascertain the efficiency, economy, and effectiveness of departmental operations, policies, and procedures. Collected, analyzed, and interpreted data relative to the work of the department.
- Assisted with submitting payroll

MIRELLE MANAGEMENT RESOURCES, INC., San Marino, California

December 2011 – March 2013

Labor Consultant

- Advised clients on Human Resource policies and made recommendations on the formulation of new policies and procedures.

- Performed internal compliance reviews including interviewing employees and reviewing payroll records.
- Determined liabilities and extent of exposure for clients and prepared reports detailing work performed.
- Advised in-house counsel on reviews performed.

COMMUNITY DEVELOPMENT COMMISSION OF LOS ANGELES COUNTY, Los Angeles, California

October 2008 – July 2010

Labor Compliance Representative

- Issued modifications for wage determinations.
- Enforced provisions of HUD Section 3, Davis-Bacon and of Contract Work Hours and Safety Standards Act.
- Conducted pre-bid and pre-construction conferences.
- Enforced the provisions of CA Labor Code covering prevailing wages and apprenticeship standards.
- Reviewed certified payrolls of contractors performing prevailing wage work.
- Monitored projects to ensure compliance with government contract.

ARTISTIC DRY CLEANERS, El Monte, California

March 2006 – January 2009

Manager/Owner/Operator

- Owned and operated a dry cleaning and laundry plant, responsible for client service delivery and efficient production environment.
- Increased year over year sales by 50%.
- Completed payroll and was responsible for all human resource functions (i.e. Workers Compensation, Performance Management, Labor Law, Employment Law, ADA Compliance).
- Managed and conducted yearly evaluations of all plant personnel.
- Responsible for talent acquisition, recruitment, and training.
- Negotiated contracts with vendors and new accounts and managed accounts payable and receivables.

U.S. DEPARTMENT OF LABOR-WAGE AND HOUR DIVISION, Los Angeles, California

April 1998 – September 2005

Wage and Hour Investigator

- Conducted investigations of employers to determine compliance with employment and labor laws.
- Applied Knowledge of Federal wage and hour labor laws, industrial occupations, wage scales, employment practices, or salary and wage administration practices.
- Led the Agricultural Team and initiated new investigation procedure that achieved increased compliance.
- Enforced provisions of the Fair Labor Standards Act including minimum wage, overtime, record-keeping, 541 exemptions, and Child Labor.
- Reviewed I-9s to determine if appropriate documents were used
- Enforced provisions of the Family and Medical Leave Act (FMLA), employee eligibility, serious health condition determination, and denial of leave issues. Determined individual eligibility and qualifying serious health conditions.
- Enforced provisions of the Davis-Bacon and related Acts, the Copeland Anti-Kickback Act, the Service Contract Act and the H1-B visa program.
- Negotiated back wage settlements and recommended cases for litigation. Worked with outside counsel on litigation cases. Prepared reports summarizing investigative activities and conclusions.

EDUCATION

CALIFORNIA STATE UNIVERSITY, Los Angeles, California

Master of Science Degree - Public Administration

UNIVERSITY OF CALIFORNIA, Davis, California

Bachelor of Arts Degree – Political Science-Public Service

Human Resources Certification Institute (HRCI)

Professional in Human Resources – California (PHRca) Certification

Systems

- Workday
- UltiPro
- Kronos
- Paylocity
- ADP
- Paychex
- Equifax

Academic Honors

University Honors - Special recognition in graduate studies

Phi Kappa Phi

Pi Sigma Alpha