**Steven Gonzalez**

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STRATEGIC PLANNING ~ ORGANIZATIONAL DEVELOPMENT ~ HANDS-ON LEADERSHIP

Currently transitioning career from Human Resources into Salesforce. Learning through Trailhead Military and looking for an opportunity to get hands-on experience as a paid intern. Strategic and innovative Professional who translates business initiatives that improve performance, profitability, growth, and employee engagement. An empowering leader who applies Agile Project Management methods to support companies and top-level executives with a unique perspective and appreciation that human capital is every organizations' greatest asset. A genuine influencer who thrives on tough challenges and translates visions and strategies into actionable, value-added goals. Accepted and enrolled in Merivis Salesforce Administration Certification training cohort beginning January 2021.

**Signature Skills**

Salesforce Administration ~ Agile & Scrum Project Management

Training & Development ~ Employee Performance Improvement

Staff Coaching & Mentoring ~ Leadership Development

Organization-Wide Consensus Building ~ Workforce Planning & Development

**Professional Experience**

**Education Service Center, Region 20 Human Resources Supervisor**

San Antonio, TX September 2019 – October 2020

* Utilizing Oracle HCM in conjunction with Microsoft Office to include MS Project, applied Agile Project Management skills to coordinate, lead, and supervise the administration of multiple complex HR employment operations, including recruitment, employment, separation, benefits, compensation, Human Resources Information Systems (HRIS), and records management.
* Explored and managed continuous Diversity and Inclusion research to follow best practices for organizational change management efforts.
* Built trust and gained influence with all staff levels through listening, adaptable leadership, transparent communication, and presentations.
* Reviewed, measured, managed, and reported HR Analytics and organizational health to the Executive Director, Board Members, and all additional Leadership staff on a weekly/monthly basis.
* Effectively managed cross-functional projects with multiple stakeholders, vendors, and community partners.
* Facilitated and managed training sessions and staff meetings in-person and virtually via multiple platforms. (i.e., Zoom, WebEx, Microsoft Teams)

**Department of Defense I.T. Organizational Development Consultant**

Fort Sam Houston, TX January 2013 – September 2019

* Initiated multiple I.T. projects to transition 10 military organizations from outdated Oracle, SAP, and PeopleSoft systems into a fully-integrated Salesforce platform.
* System administration, and support for Salesforce applications, including matter intake, assignment, tracking; creating and populating data, maintaining current databases; perform system updates and reconfigurations as needed; and formulate, implement, and run reports for various stakeholders.
* Served as a business analyst, scrum master, and project manager on various program initiatives, using applicable tools and techniques to assess and improve business processes (e.g., mapping workflows and streamlining processes to reduce redundancies and improve efficiencies).
* Utilizing Jira, and MS Project, highly improved analysis, reporting, and planning capabilities while streamlining daily functions by 60%.
* Provided Salesforce advice, guidance, and support for programs and operations in performing technical, operational, and/or administrative working, including matters about budget, acquisitions/contracts, logistics, facilities, records management, and systems data management.
* Delivered training in-person and virtually (virtual programs and events hosted via WebEx, but also other major applications, such as Zoom, Microsoft Teams, and Blue Jeans) for new Salesforce functionality, ongoing training for various groups, executive support, employee/manager yearly processes such as goal setting and performance management.
* Applying Agile and Waterfall Project Management skills led and tracked projects across Infrastructure that connected to work from the I.T. team, Diversity team, HR, Legal, Recruiting, and People Analytics workstreams.
* Demonstrated experience articulating a vision, translating it into an executable strategy, and driving cross-functional teams to deliver against the plan.
* Proven track record of facilitating organization-wide initiatives with multiple senior stakeholders.

**Acelity Assistant Director of Human Resources**

San Antonio, TX January 2010 – January 2013

* Transformed HR into a true strategic business partner in the aftermath of an end-to-end organizational restructuring due to merger and acquisition.
* Provided guidance and support for awareness programs that built the company’s capability in diversity, equity, and inclusion.
* Introduced proactive employee relations and communications programs to resolve previous labor and management issues and restore the credibility and employee-centric focus of the HR department contributing to organizational growth and improved customer experience.
* Partnered with the internal communications team to regularly communicate internal and external diversity and inclusion initiatives, events, and progress.

**Acelity Diversity, Equity, and Inclusion (DEI) Manager**

San Antonio, TX January 2007 – January 2010

* Participated in the design, implementation, and tracking of a multi-dimensional diversity, equity, and inclusion (DEI) strategy that aligned with the company’s business goals and objectives to support and enhance an inclusive culture.
* Delivered clear and concise communication to a wide range of audiences on diversity, equity, and inclusion strategies and programs.
* Developed short- and long-term vision, strategy, and planning for the growth and evolution of Employee Resource Groups (ERGs).
* Partnered with the Talent Management Team, HR Business Partners, and Talent Acquisition Team to remove biases from new and existing talent processes. In conjunction with Talent Acquisition, established relationships with colleges and universities and other higher education institutions with under-represented/minority populations to support diversity outreach and talent pipelines in the community.
* Helped develop and maintain processes and systems to hold leaders accountable for their support, implementation, and eventual ownership of DEI in their divisions and departments.

**Spectrum Human Resources Manager**

San Antonio, TX November 2002 – January 2007

* Provided a wide variety of Organizational Development (OD) consultation services to organization leaders regarding strategic planning sessions for groups to clarify, communicate and act upon the vision and goals of their team within the context of the organization’s purpose, strategy, and values.
* Ensured legal compliance with all applicable local state and federal employment laws, including but not limited to FLSA, FMLA, and ADAAA to minimize risk/exposure to the company. Reviewed and oversaw unemployment and worker's compensation claims. Oversaw employee benefits programs, and supervised annual enrollment.
* Managed all aspects of employee relations and ensured company policies were being administered fairly and consistently.
* Oversaw recruiting and staffing processes ensuring compliance with EEO, FCC, and Affirmative Action.

**City of San Antonio Human Resources Health Program Specialist**

San Antonio, TX July 2001 – October 2002

* Hired to manage recruitment and staffing for multiple health department clinics.
* Helped to build an organization from a half-empty suite of offices into a full-scale operation with 150 employees (135 staff and 15 management/executive personnel).

**United States Army Healthcare Management Specialist**

Fort Bragg, NC January 1995 – March 2001

* Drove growth as Managed Care Operations Healthcare Management Specialist running the day-to-day activities (provider relations, patient registration, insurance verification, pre-admission, inpatient patient satisfaction, discharge, transportation, patient follow-up, billing, and account reconciliation with patient financial services) for various clinic operations.

**Education**

**Trailhead Military by Salesforce Trailhead Ranger**

San Francisco, CA December 2020

**University of the Incarnate Word Master of Arts in Administration-Organizational Development**

San Antonio, TX December 2018

**Villanova University Lean Six Sigma Yellow Belt Certificate**

Villanova, PA October 2016

**Georgetown University Certificate of Mastery in Diversity and Inclusion**

Washington, DC September 2016

**Graduate School USA Certified Business Analysis Professional**

Washington, DC June 2015

**Campbell University Bachelor of Health Science-Industrial/Organizational Psychology**

Buies Creek, NC May 2005

**Campbell University Associate of Arts-Business Administration**

Buies Creek, NC December 2000