



Knowledge of the principles and practices of public administration, organizational development, strategic talent management and personnel management; administrative analysis; public sector labor relations and employee benefits; the functions, services and management of Federal, State, County, District and local municipalities. Extensive public speaking experience with advanced oral and written communication skill set.

Teaching Experience:

University Adjunct Instructor:

California State University, San Bernardino:

- Human Resources Management – PA 662 (graduate level course)
- Administrative Law & Regulation – PA 672 (graduate level course)
- Project Management in the Public and Non-profit sector - PA 516 (graduate level course)
- Personnel Management in Public and Non-Profit Sector - PA 462 (undergraduate level course)

University of California, Riverside

Human Resources Management: Motivation and Employee Metrics (UCR Extension Course)

Work Experience:

Inland Empire Utilities Agency (IEUA)

Chino, California

March 2021 – Present

Manager of Human Resources

Serve as a strategic partner and advisor to Agency executives, managers, and supervisors on a broad range of organizational, safety, human resource management and employee and labor relations matters. Have direct management responsibility of a 1.6 million dollar department operational budget and shared oversight responsibility of 11 million dollar salary and benefits agency cost centers. Responsible for developing and implementing human resources programs, policies, and procedures consistent with the Agency, department business goals and objectives. Through subordinate professional and technical staff, I manage the day-to-day programs and operations of the Human Resources Department across several Human Resources functions including Staffing, Classification and Compensation Services, Benefits Administration, and Employee and Labor Relations. Propose and direct administration of a broad program of health and welfare benefits; recommend benefits program design changes; negotiates benefit plan provisions and rates; coordinate the administration of Agency retirement plans with CalPERS and third party plan administrators.

Lead the implementation of several critical enterprise resource planning modules intended to create operational efficiency and organizational effectiveness through the elimination of outdated manual procedures and Agency processes. These efforts include implementation of an integrated applicant tracking system, employee onboarding tool and electronic performance module.

**CSU San Bernardino
San Bernardino, California
July 2019 – February 2021**

Associate Vice President, Human Resources & Co-Chief Diversity Officer

Serve as the University's Chief Human Resources Officer (CHRO) and Co-Chief Diversity Officer. As the Associate Vice President of HR (AVP-HR), managed a 2.7 million dollar budget and am charged with the responsibility for planning, organizing and implementing a comprehensive human resource program that includes nine (9) directors/managers and 34 frontline staff members. Areas of responsibility included Payroll, Talent Acquisition and Development, Classification and Compensation Services, Benefits Administration, Customer Support Operations, Employee and Labor Relations, Office of Diversity & Inclusion, Office of Institutional Equity and Compliance, Staff Training and Development Center. I also serve as the campus Discrimination, Harassment and Retaliation Office, the Section 504 Coordinator/Americans with Disability Act (ADA) Officer. Additionally, I participate on a variety of campus and California State University (CSU) committees; and am responsible for campus oversight, planning and coordination of an ongoing major system-wide Human Resources Information (HRIS) and payroll system implementations.

Responsible for overseeing the administration of eight Collective Bargaining Agreements, as well as grievance and disciplinary action administration. Through subordinate staff, am responsible for developing, modifying and executing legally enforceable policies, agreements and decisions that effect the operations and strategic planning process across the University. Under general management direction and through collaboration with institutional leadership, I have responsibility to determine and implement programs and policies that best achieve the campus' strategic objectives while proactively assessing risk and pursuing mitigation measures to protect University systems and assets against general liability and employment practices liability. As necessary, collaborate with Campus Counsel and our campus Risk Management program to ensure the campus complies with federal and state statutory requirements and binding legal adjudication. The role requires ongoing assessment of liability and litigation matters to evaluate and determine what appropriate measure should be taken. Responsibilities central to that process includes potential settlement and separation valuation actions, the drafting and entering of agreements to close litigated claims, and regular negotiation with employee or third-party entity representatives to secure close to claims.

Additionally, I serve as a professional advisor and colleague with senior administrators within the Divisions and Colleges on workforce planning/analysis, talent management, compensation, and related activities to support and or enhance the operational effectiveness of these units. I act as an internal consultant for development of policies and procedures and periodically assesses the congruency of current processes with current human resources management best practices. Additionally, in collaboration with CSU colleagues and leadership team, I research and analyzes policies related to employment, working conditions and the health and safety of all employees.

**University of California, Riverside
Riverside, California
July 2014 – June 2019**

Director of Employee & Labor Relations (ELR) (June 2017 – June 2019)

Lead and provide management oversight to a staff of 8.5 FTE including five (5) Principal Employee & Labor Relations Analysts, two (2) Policy and Communication Analysts and one and a half (1.5) Human Resources Administrative Specialist. Campus-wide responsibility for managing, preparing and administering employee and labor relations resources and programs for a UCR staff population of 8,016. Included in this scope is the responsibility for ultimate interpretation and administration of University Personnel Policies for non-represented employees and the 14 collective bargaining agreements representing a wide spectrum of labor organizations including Teamsters, the United Auto Workers, the Federated University Police Officers Association, the University Professional & Technical Employees, the American Federation of Teachers, the California Nurses Association, the American Federation of State, County and Municipal Employees and the International Union of Operating Engineers.

Responsible of developing, modifying and executing legally enforceable policies, agreements and decisions that affect immediate the operations and strategic planning process across the University. Under general management direction and through collaboration with institutional leadership – UC Office of the President, UCR Chancellor, Provost, Vice Chancellors, College Deans, and business unit directors – I have responsibility to determine and implement employee and labor relations programs and policies that best achieve the campus’ strategic objectives while proactively assessing risk and pursuing mitigation measures to protect University systems and assets against general liability and employment practices liability. As necessary, collaborate with Campus Counsel and UC Office of the President General Counsel, and our campus Risk Management program to ensure campus complies with federal and state statutory requirements and binding legal adjudication. The role requires ongoing assessment of liability and litigation matters to evaluate and determine what appropriate measure should be taken. Responsibilities central to that process includes potential settlement and separation valuation actions, the drafting and entering of agreements to close litigated claims, and regular negotiation with employee or third-party entity representatives to secure close to claims.

Additionally, I have responsibility to serve in a leadership capacity aimed at increasing employee engagement and campus workplace performance. I establish department priorities and goals, delegate work assignments and manage the fiscal and HR resources for my unit. Through coaching and guidance, I lead and advise members of the ELR team as they fulfil their responsibility in representing the University in systemwide contract negotiations, resolution of complaints, grievances. Also lead staff in their advisement of management on key employee relations issues including organizational design, work place climate, employee engagement, conflict resolution, reduction in time (layoff), separation agreements, performance management, and ensuring compliance training is completed. I am responsible for developing staff, providing cross training opportunities. Evaluate administrative disputes and conduct risk assessment to determine campus exposure and potential liability.

Principal Employee and Labor Relations Analyst (July 2014 – May 2017)

Human Resources expert responsible for representing the University of California, Riverside at various academic and staff (non-academic) bargaining tables. Charged with the authority to make binding agreements with all assigned unions, utilizing understanding of system-wide goals and priorities. Serve as campus team leader for system-wide collective bargaining efforts spanning 10 campuses, 5 medical centers and nearly 80,000 system-wide employees. Responsible for the following collective bargaining agreements assigned include Postdoctoral Scholars (PX), Non-Senate Faculty Lecturers (IX), Academic Student Educators / Graduate Student Researches (BX), Librarians (LX), Physicians (DX), Service Workers – AFSCME (SX), Clerical Workers – Teamsters (CX), Researchers (RX) and Technical (TX)

Organizational expert charged with responsibility for the design and administration of programs and training curriculum, procedures and plans related to employee workplace issues such as conduct, discipline, performance management, strategic communication, policies, and organizational development. Also responsible for establishing and maintaining successful labor-management relations with various represented groups, including monitoring and ensuring adhere to contract provisions, participating in negotiating sessions, addressing grievances and questions of specific union groups or employees.

Serves as primary counselor to departments in various aspects of human resources administration including labor relations, classification and compensation, leave management; counsel and advises managers and supervisors regarding issues governed by the collective bargaining agreements; interpret collective bargaining agreements, and EEOC, DOL, DFEH requirements; Serve as grievance officer meeting with line management, employees, and employee groups to discuss grievances and complaints and resolve them consistent with University policy and memoranda of understanding.

Charge and investigate formal and informal employee complaints including Whistleblower Investigations; Title IX, Title VII, and general misconduct. Develop recommendations on University response to employee or employee representative complaints and grievances. Conduct highly sensitive termination interviews and make recommendations regarding policy and procedures for just cause action in line with pertinent collective bargaining agreements and University policy. Prepare action letters including Notices of Intent to Suspend, Notices of Termination, Notice of Rescission, Probationary Release Discharges, and Settlement Agreements. Identify Skelly officers and act as an advisor to departmental management and Human Resources Services Manager through the conclusion of the disciplinary process.

Advise managers on performance issues. Read, interpret and advise departments with regards to collective bargaining agreements, memoranda of understanding, UC policy. Research, investigate and respond to Department of Labor (DOL), Equal Employment Opportunity Commission/ Department of Fair Employment and Housing complaints (EEOC/DFEH). Ensure state and federal regulatory compliance requirements are meting to minimize organizational liability exposure. Coordinate with Office of General Counsel and outside counsel to respond to employment litigation. Serve as liaison between management and counsel. Assist counsel with all phases of pre-trial/ trial including development of strategic direction of the case and settlement strategies.

As the recognized subject matter expert responsible for regularly leading employee relations projects of criticality to the University in support of a high-performance work place. Responsible for providing expert advice and counsel to management on employee relations/ employee engagement issues and projects. Utilize extensive employee relations knowledge to direct strategic change management initiative including the development of training plans for supervisory development.

City of Indio
Human Resources Department
Indio, California
February 2013 – July 2014

Principal Human Resources Analyst

Supervised staff and activities of the Human Resources and Information Technology in a general-law city structure with a Council-City Manager governance construct. Assisted in the selection, training, and evaluation of subordinate personnel. Identifies and resolves staff deficiencies. Review the work of subordinate staff to ensure compliance with applicable federal, state, and local laws, codes and regulations. Served as Acting Human Resources Director during extended absences for the City's Human Resources & Risk Management Director.

Drafted proposed resolutions and ordinances; prepared correspondence, reports and recommendations for the Director of Human Resources and Risk Management, City Administrator and City Council. Made presentations to the City Council, boards, commissions, civic groups and the public and assisted with updating the City Personnel Rules and the Employer-Employee Resolution.

Served as advisor to departments in various aspects of human resources administration including labor relations, classification and compensation, leave management, workers' compensation, general liability matters and recruitment and selection; counsel and advises managers and supervisors regarding issues governed by the collective bargaining agreements; interpret MOU, City Ordinance provisions, and EEOC, DOL, DFEH requirements; meet with line management, employees, and employee groups to discuss grievances and complaints and resolve them consistent with City policy and memoranda of understanding; serve as department representative at unemployment hearings and appeals.

Serve as a member of the City management team at the bargaining table during contract negotiations (Laborers' International Union, Service Employee International Union, Police Command Unit) with responsibility to assist in preparation and presentation of management bargaining positions including proposal cost analysis; assist in data research and preparation for testimony for mandatory impasse proceedings (Fact Finding) pursuant to AB 646.

Met with representatives of EEOC, DFEH, Department of Labor, etc., to determine the City's responsibility and responses to charges of discrimination or illegal employment practices. Independently conducted a wide variety of employee investigations and determine appropriate disciplinary actions. Attended grievance hearing with department managers, recommending appropriate resolutions and formal responses. Advised on the level of discipline and prepared action letters including Notices of Intent to Suspend, Notices of Termination, Notices of Rescission, Probationary Release Discharges, and Settlement Agreements. Identified and trained Skelly officers and served as an advisor to departmental management.

Participated in and lead full-cycle recruitment and selection efforts for the City from job analysis through on-boarding including meeting with department management to ascertain the necessary knowledge, skills and abilities essential for each position; establishing recruitment plan; writing, designing and posting announcements and advertisements; screening

and evaluating candidate experience, developing interview questions, sitting on interview panels where necessary, assessing final candidate education and skill set to ascertain the correct salary placement for job offers. These services were provided for management, confidential, full-time and part-time classifications including Principal Financial Analyst, Human Resources Benefits Analyst, the Indio Water Agency Chief Information Officer, Management Analysts, Planning Technicians, Public Works Engineering Aide, Community Service Aides, and Accounting Technicians. I also worked closely with the Indio Police Department to conduct recruitments for new and lateral transfer police officers.

Through subordinate staff, assisted with coordination of all employee benefit and training development programs including serving as a liaison between employees, benefit providers, attorneys, brokers, physicians, etc. In Principal Analyst role, I ensured, through subordinate staff, the completion of human resources administrative operations including oversight of benefit plan implementation, open enrollments, employee benefit fairs, benefit and liability data collection, and contract renewals. Made recommendations to management on organizational changes and the optimum use of personnel, modifications to personnel policy, procedures and standards to ensure alignment of organizational goals and fiscal responsibility.

**County of Riverside
Human Resources Department
Riverside, California
September 2007 – February 2013**

Senior Human Resources Analyst/ Human Resources Analyst (College Relations Coordinator):

Employee Relations:

Advise and make recommendations to departments on a wide range of employee issues including grievances, substandard evaluations and investigations. Conduct administrative investigations into employee misconduct including negligence, harassment, discrimination and Board of Supervisor Policy violations. Interview subjects and witnesses; Research, prepare and write investigative reports and disciplinary memos. Prepare action letters including Notices of Intent to Suspend, Notices of Termination, Notice of Rescission, Probationary Release Discharges, and Settlement Agreements. Identify Skelly officers and act as an advisor to departmental management and Human Resources Services Manager through the conclusion of the disciplinary process. Advise managers on performance issues. Read, interpret and advise departments with regards to collective bargaining agreements, memoranda of understanding, salary ordinance, and board policy. Research, investigate and respond to Department of Labor (DOL), Equal Employment Opportunity Commission/ Department of Fair Employment and Housing complaints (EEOC/DFEH). Serve as department representative at unemployment hearings and appeals. Participate in the development of County bargaining positions and in labor contract negotiations.

Recruitment and Selection:

Conduct executive-level recruitment for management and confidential classifications including Supervising Real Property Agent, Senior Human Resources Analyst, Human Resources Service Manager, Chief Information Officer, Chief Deputy County Executive Officer, Principal Management Analyst, Engineering Aide and Accounting Manager. I also manage the County Internship Program, which includes the review and approval of position requests for various Professional Student Internships in Civil Engineering, Nursing, Public Health Management, Human Resources, Economic Development, Probation and Accounting. Conduct recruitment process from job analysis through on-boarding including meeting with department management to ascertain the necessary knowledge, skills and abilities essential for each position; establishing recruitment plan; writing, designing and posting announcements and advertisements; screening and evaluating candidate experience, education and skill set to ascertain the correct placement.

Leave Management/ Return-to-Work/ADA/ Interactive Process:

Lead full scope interactive process with employees requesting an accommodation through the Americans with Disability Act and the Fair Housing and Employment Act. This includes conducting job analysis, conducting occupational studies, drafting temporary and permanent accommodation agreements and managing non-culpable separation process (disability retirement). Assist in designation, preparation and submission of Leave of Absence (LOA) and Family Medical Leave Act (FMLA) requests to department management. Evaluate employee LOA and FMLA request to determine eligibility and make recommendation regarding approval, modification or denial of request. Serve as Return-to-Work Coordinator for the following departments: Building and Safety, Transportation and Land Management Agency - Administration,

County Executive Office, Human Resources, Parks District, County Fire Department, Clerk of the Board and Board of Supervisors

Position Classification and Compensation Management:

Assess and analyze departmental staffing, operation and organizational requests. Make recommendations to approve or disapprove department administrative, organizational structure and operational requests. Prepare and process classification and compensation paperwork including Classification Transaction Request (CTR), Position Assignment Notices (PAN). Assist in evaluating recommendations on departmental objectives and organizational efficiency including, requests for exchanges of positions and addition or deletions of positions.

College Relations & Special Projects:

As part of the Educational Support Program develop and coordinate County-wide College Relations Program including the development of Memorandum of Understanding for in-kind tuition reduction programs with six (6) major universities; the development, recruitment and coordination of an on-site MBA program with California State University, San Bernardino. Participate in establishment of the Professional Student Internship Program operational policies and procedures in accordance with County ordinance 440 legal and financial regulations, Develop and coordinate internship program marketing, community relations building, curriculum development, program implementation and evaluation across 41 departments and 22 job classifications. Evaluate knowledge, skills and abilities needed for every department internship request to design job description and determine duty parameters for each internship assignment. Provide ongoing evaluation and coordination of agency utilization of internship services to determine effectiveness and impact of program on department business process and Strategic Talent Management Plan. Gather, tabulate, and analyze college recruitment data, to provide preliminary recommendations for the establishment of accurate County internship classifications and compensation. Advise department director and/or deputy director of existing internship programs and recommend innovative recruitment programs and services; develop, promote and implement new college recruitment campaigns.

Provide letters of reference and verify hours worked for insurance coverage and income tax purposes; Serve as lead for staff responsible for coordinating Department of Justice Live Scan and County physical exam requirements for all interns. Verify eligibility for employment. Coordinate creation of internship manuals and other written material for internship programs. Serve as liaison and coordinator for Riverside County mentorship programs with four local campuses and six county departments. Assist in preparation of training materials and implementing of formal in-service paid staff training to enable them to supervise and work more effectively with volunteers, interns and new college hires. Serve as a liaison between County department staff, auxillary organizations, University advisory boards, university staff and community groups. Prepare reports and correspondence; maintains records, logs and recruitment database. Collaborate with County Counsel, Risk Management Division and County Purchasing Department to develop and execute legally compliant contracts for various program contracts and memorandums of understanding. Coordinate annual Civil Engineering Open House and Internship job fair for the Transportation, Waste Management and Flood Control Department. Serve as County coordinator for college relations recruitment events at the local, state and national level. Research and collaborate with County staff to write grant proposals for federal and state labor programs.

Special Projects & Committees:

American Society of Public Administrators (Inland Empire Chapter) Executive Board Member
CSUSB Hispanic Alumni Association Executive Board Member
CSUSB College of Business and Public Administration Advisory Board Member
CSUSB Coyote Careers Federal Internship Advisory Board Member
County of Riverside 2010 U.S. Census Complete Count Subcommittee Member
Inland Empire Hispanic Leadership Council
Riverside County Human Resources Department Executive Steering Committee Member (Elected)
SEIU Training Fund Subcommittee member
UCR Orbitz Advisory Board Member

Honors/ Recognition:

2011 Inland Empire American Society of Public Administrators (ASPA) Outstanding Rising Administrator of the Year
2011 California State Senate Certificate of Recognition for Excellence in Outstanding Community Service

2011 California State Senate Certificate of Recognition for Excellence in Outstanding Public Administration
2007 Outstanding Graduate Student of the Year for the CSUSB College of Business and Public Administration
2007 Department of Public Administration Highest Honors Graduate
2007 62nd Assembly District “30 under 30” Latino/ Native American Community Service Award Recipient
2007 California State Senate Certificate of Recognition for Excellence in Educational Endeavor
2007 California State Senate Certificate of Recognition for Excellence in Outstanding Community Service
2007 County of San Bernardino Certificate of Recognition for selection in the “30 under 30” Community Award
2007 Certificate of Special Congressional Recognition in honor of selection to “30 under 30” Community Award
2003 U.C. Berkeley Department of History Honors Graduate

Education:

Masters of Public Administration
California State University, San Bernardino
Conferred June 2007

Bachelor of Arts in History
University of California, Berkeley
Conferred May 2003