

SYLVIA M. AYALA

STRENGTHS

🚩 Problem Solving

Proven track record in identifying and resolving complex HR issues to improve employee engagement and retention

👉 Conflict Resolution

Help employees and management resolve disputes. Use various feedback methodologies to prevent conflict from happening.

☆ Project Management

Successfully managed and delivered HR projects including HRIS implementations on time and within budget

SKILLS

Employee Relations ·

Talent Development · Recruitment ·

AA Plans · Employee Handbooks ·

Performance Improvement Plans ·

Training and Compliance ·

CA Leaves · ADA/FEHA ·

Worker's Compensation · PDL · IIPP ·

Trainer for CA Anti-harassment ·

Discrimination Laws

Labor Laws-Multi-State · IL ·

CA PA · TN · FL · TX ·

HRIS Administrator · FLSA ·

SMART Goals

ACHIEVEMENTS

♥ Developing Future Leaders

Coached and mentored several HR employees who went on to assume leadership roles within the company

Senior Advisor/Human Resources Management

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SUMMARY

Senior HR professional in providing services and solutions at corporate, regional, and multi-state locations in all aspects of people management. Experienced investigator in employee relation issues by advising and recommending solutions ensuring fair, consistent responses/actions. Partnered closely with people managers and employees to improve work relationships, build morale, and increase productivity and retention.

EXPERIENCE

Corporate/Regional HR Manager 2007 - 05/2022

[Monterey Mushrooms \(3500+headcount\)](#) Watsonville, CA

Amycel LLC, Premier Refrigerated Transport, LLC

- Built, implemented, and sustained a data-informed Employee Hotline while ensuring legal and regulatory compliance for multiple state locations.
- Led the development and review of employment policies and state supplemental ensuring legally compliant.
- Managed and developed HR team members to become future HR leaders and to achieve regional team goals and objectives together.
- Maintained in-depth knowledge of legal requirements related to the day-to-day management of employees, payroll, and HR teams reducing legal risks and ensuring regulatory compliance.
- Effectively investigated and resolved team member relations issues, including allegations of discrimination, ADA, harassment, retaliation, manager misconduct, and wage-and-hour violations.
- Assured compliance with all HR programs were appropriately administered by the HR site Managers, provided training and consultation to the HR teams regarding leaves of absences, FMLA/CFRA, ADA/PDL, team handbooks, status changes, performance evaluations and terminations.

Human Resources Director 08/2003 - 12/2005

[San Benito Health Foundation \(50 headcount\)](#) Hollister, CA

Supported the full scope of HR activities such as performance management, handbook/policy development, union contract, recruitment, payroll, benefits and employee relations.

- Developed and delivered training programs to enhance employee skills and knowledge
- Managed salary and hourly payroll, benefit administration
- Contract negotiations, policy development and employee relations
- Directed all recruiting and selection for medical staff, negotiated physician agreements.
- Managed risk management and conducted investigations.

PROJECTS

ERP-JD Edwards Implementation

Super-User

Created tables, tested features, created written guidelines for new system, created Reports

ACHIEVEMENTS

Talent/Performance Management System Implementation

Led a team in an overhaul of the talent management program resulting in streamlined processes, improved efficiency, and team satisfaction

Employee Ethics Hotline Program

Created an avenue for employees to report misconduct anonymously

Expert knowledge of California and Federal labor laws to advise management:

Annually updated multi-state handbooks and CA supplemental handbook

Developed procedures and delivered training on leaves, and disability accommodations, (ADA FEHA)

Consultation skills that align people process and practices to annual business objectives:

- Aligned quarterly business plan objectives to the annual performance goals.
- Offered Franklin Covey Leadership training for emerging new leaders leading teams

PROJECTS

I-9 Digitalize Process

Equifax I-9 Compliance

Led a multi-state HR team to digitalize both active and inactive employees, audited work, provided legal compliance training, set user security and created written program

EDUCATION

Bachelor of Science in Human Resource Management 03/2000 - 10/2002
[Columbia Southern University](#), Orange Beach, AL

ADDITIONAL SKILLS

Google Docs · Microsoft Office · Reports Now · JD Edwards · Kronos Reporting · Equifax I9 · Bullseye Talent Management · Microsoft Dynamics GP · Paycor ADP · Word Press (Web Content Management)

TRAINING / COURSES

[SHRM California Law HR Specialty Credential](#)

[Cal- Chamber Leaves Making Sense of It all \(PDL/ADA/CFRA/FMLA\)](#)

ADDITIONAL EXPERIENCE

HR Manager 1998 - 2000
[Safety Storage, Inc \(300+Headcount/Federal Contract ER\)](#) Hollister, CA

Provided strategic and tactical leadership in: employee relations, handbook implementation, compensation, payroll, safety, recruiting and selection, leave/benefit administration.

Managed Affirmative action program and ensured employment compliance with military contract. Annually updated employment handbooks (CA/IL).

REFERENCES

[Kim Begley](#)

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[Jeffrey Jackman](#)

Director of Logistic, Premiere Refridgerator Transport
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