

BRUCE MENDOZA

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SUMMARY

An enterprising and innovative **TOP HUMAN RESOURCES EXECUTIVE** with diverse domestic and global experience and a proven track record of cutting costs and improving organizational efficiencies. Builds effective teams in an environment of inclusion and engagement. Collaborates cross-functionally to formulate and implement divisional and corporate strategies. An analytical thinker who blends diplomacy and creativity to solve problems in a pragmatic and progressive fashion. Establishes and improves human resources functions in start-up, high-growth, and mature organizations to optimize performance and secure the long-term success of an organization.

Performance Optimization ♦ Employee Relations ♦ Diversity Management ♦ Talent Recruitment
Global Relations ♦ Contract Compliance ♦ Benefit Administration
Workforce Management ♦ Compensation and Pay for Performance ♦ Organizational Development

EXPERIENCE

ITT CORPORATION, Santa Ana, California

GLOBAL DIRECTOR OF HUMAN RESOURCES, CANNON DIVISION

2003-2011

Positions held: Director of HR Americas, Director of HR Industrial Division and ITT/Cannon Director of HR

Provided HR leadership and support for ten facilities located in Asia, Europe, and North America, with employee base of 2,700, ten direct reports, and 31 associates. Focused on development of strategies, policies, and initiatives to support organizational business objectives and goals. Eliminated policies to provide business greater latitude and restructuring with no disruption to employee or customer base. Revamped all managerial and professional level jobs on global basis to ensure consistency in terms of job titles, salary grades, and job descriptions.

- ♦ Reduced workers compensation costs gradually from \$1,300,000 in 2002 to \$57,000 in 2005.
- ♦ Passed department of labor audit successfully with no findings and received regional recognition from EEOC for affirmative action plan.
- ♦ Led global team of HR and IT professionals to automate enterprise-wide performance review system and develop Web-based tool to facilitate performance reviews in all ten global locations in seven different languages.
- ♦ Participated in several global HR initiatives, including goal deployment, breakthrough thinking, organizational redesign, compliance review board, and electronic components ombudsman.
- ♦ Earned highest company recognition for leading HR efforts in \$1,200,000,000 divestiture.

HEWLETT PACKARD, Rocklin, California

DIRECTOR OF HUMAN RESOURCES, VERIFONE DIVISION

1990-2002

Positions held: HR Director, Senior HR Manager, Senior HR Generalist

Established, developed, and managed all HR processes and activities for 19 global locations with seven direct reports and \$2,700,000 budget. Provided daily functional support for 2,500-employee base consisting of manufacturing, distribution, engineering, finance, IT, customer service, and legal. Led team to develop continuous process improvement program, receiving ISO 9002 certification on first pass and in record time. Managed all company restructuring activities associated with 60% headcount reduction over a 24-month period, while maintaining employee morale, minimizing operational impact, and incurring zero legal actions.

- ♦ Coordinated and conducted integration activities associated with \$1,300,000,000 acquisition of VeriFone.
- ♦ Conceived and implemented flexible workforce program resulting in annual savings of \$180,000.
- ♦ Streamlined job descriptions from 320 to 180 and implemented "broad-band" compensation system structured to reward performance, improving employee retention and productivity in manufacturing, distribution, information technology, engineering, and customer support.
- ♦ Implemented safety awareness program, reducing factory injuries by 35% and saving \$210,000 annually.
- ♦ Directed all HR due diligence actions that led to \$60,000,000 factory divestiture in China.

- ◆ Designed and implemented first affirmative action program, successful in two Department of Labor audits with zero findings.

ADDITIONAL EXPERIENCE

UNITED PARCEL SERVICE, Anaheim, California, **DISTRICT EMPLOYMENT MANAGER**, 1975-1990. Held responsibility for daily human resources operations, including employee base of 3,000 and 13 direct reports. Oversaw a number of programs, such as benefit administration, labor relations, training, policy and procedures, contract compliance, and recruitment.

EDUCATION

UNIVERSITY OF PHOENIX, Irvine, California
B.A., BUSINESS MANAGEMENT

CERTIFICATION

Six Sigma Green Belt Certified, 2005

PROFESSIONAL DEVELOPMENT

Hoshin and Business Leadership Fundamentals, 1998
Blanchard Situational Leadership, 1997
Project Management, 1995
Dr. Deming Quality Seminar, 1993

AFFILIATIONS

Society of Human Resources Management
Electronic Salary and Wage Association
World at Work

COMPUTER SKILLS

Microsoft Office Suite