

# Alex Gonzalez

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## PUTTING THE EMPLOYEE EXPERIENCE FIRST

Curious | Strategic | Results-Driven | Compassionate

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### EDUCATION

**Graduate Certificate in Arts Management** | Colorado State University

*Expected Graduation: December 2024*

**MS in Human Resource Management** | Florida International University | August 2017

**Bachelor of Theater/Minor in English** | University of Miami | December 2011

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### CERTIFICATIONS

Gallup Strengths Coach

“What Motivates Me” Facilitator

“The MindGym” Facilitator

Articulate Storyline

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### PROFESSIONAL EXPERIENCE

**OpenTable & KAYAK** | Remote (Miami, FL)

January 2021 - 2024

#### Director of Talent Enablement

*Sr. Manager of Learning and Development*

**Global Recognition:** [2024 Training APEX Awards Winner](#)

**Building the L&D Function:** Built and directed a brand-new Learning and Development (L&D) function, establishing its direction, purpose, processes, and organizational structure. Expanded the team from one to four roles within the first year, focusing each role on different learning aspects. Facilitated strategic meetings, coaching sessions, and skill development to foster alignment and a psychologically safe environment, empowering team members to align roles with strengths and growth areas.

**Needs Analysis:** Conducted a company-wide needs analysis to discern learning preferences, developmental barriers, and career aspirations, gathering insights through surveys, interviews, engagement data, performance reviews, and exit interviews. Utilized findings to develop L&D roadmap and programming, tailored to meet leadership needs for effective team management.

**Leadership Competencies:** Designed and implemented Leadership Principles and corresponding behaviors, ranging from Team Lead to SVP levels, based on needs analysis outcomes and industry benchmarks. The principles served as a foundation for leadership development initiatives.

**Tiered Leadership Programs:** Developed tiered leadership programs to support employees transitioning into leadership roles, addressing various skill sets and mindsets at different career stages. Programs aligned with Leadership Principles, resulting in a significant 10% improvement in engagement survey scores for program participants within one year of completion.

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**Employee Learning:** Guided team in creating programs and resources to enhance employee learning and career growth, addressing feedback on learning accessibility. Initiatives included an external development budget, integration of LinkedIn Learning into the Learning Management System (LMS), and a four-part career development program. Within its first year, 8% of graduates were promoted.

**Chewy.com** | Dania Beach, FL

January 2019 - January 2021

## **Manager, Learning & Development**

**Corporate Leadership Development:** Transformed front-line manager training from a five-week program to a five-month immersive experience, incorporating eLearning, assessments, team challenges, and regular leader interactions. This shifted the role of the participants' manager from passive to active stakeholders in their participants' growth.

**Global Leadership Development:** Spearheaded a global leadership framework for corporate, customer service, and fulfillment locations, emphasizing universal leadership principles. Some of my contributions included run piloted programs, managing instructional design, facilitation, and managing vendor relationships.

**Strengthening Culture:** Launched the Operating Principles Podcast, showcasing company values through intimate conversations with executives, reaching over 10,000 team members. Led Chewy Talks, an internal speaker series fostering transparency and business acumen across departments.

**Project Management:** Collaborated on the rollout of leadership programs across eight fulfillment centers, ensuring training consistency. Orchestrated a 10-month awareness campaign on Operating Principles, reaching 10,000+ team members across all facilities.

**LMS Administrator:** Implemented Instructure Bridge and oversaw change management for corporate team members in Boston and Florida. Configured ILT and eLearning programs, developed SCORM courses, and initiated troubleshooting processes for user errors.

**Carnival Cruise Line** | Miami, FL

September 2017 - January 2019

## **Sr. Specialist, Learning & Development**

*Specialist, Learning & Development*

**Instructional Design & Facilitation:** Identified performance gaps through training needs analyses and designed instructor-led courses for 4,000 shoreside employees and eLearning for 40,000 shipboard crew members. Developed Customer Excellence training for the call center and facilitated professional development sessions including Team Carnival Orientation, Ship Familiarization tours, and Building Your Carnival IQ.

**HR Systems & Compliance:** Collaborated with HRIS, HRBPs, and stakeholders to implement training plans for Oracle HCM and HR ServiceNow. Assisted in developing and updating ADA, Sexual Harassment, and Active Shooter training alongside HRBPs.

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**Leadership Development:** Facilitated new supervisor (STEP), manager (LEAP), and current manager/director (myLeadership) training programs, partnering with external vendors to enhance leadership offerings.

## ADDITIONAL EXPERIENCE

**Miami-Dade County Public Schools** | *Theater Teacher*

August 2014 - August 2017

**Royal Caribbean Cruise Line Entertainment** | *Performer*

February 2013 - March 2014