

# **Simon Gonzalez De Cruz**

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## **Independent Consultant**

Independent Consultant leveraging extensive experience in learning systems, talent development, and data analytics across finance, energy, and investment management. Skilled in managing global training programs, optimizing LMS platforms (SAP SuccessFactors, Cornerstone, SABA), and using tools like Power BI, Tableau, and SQL to deliver actionable insights. Known for streamlining processes, improving user experience, and aligning workforce development with organizational goals.

### **Areas of Expertise**

Learning Management Systems: SAP SuccessFactors, Cornerstone CSOD, SABA | Virtual Communication Tools: WebEx, Jabber, Adobe Connect, Skype for Business, Microsoft Teams, Zoom | Microsoft Office: Excel, Word, PowerPoint, Access, OneNote  
Data Analysis: Pivot Tables, VLOOKUP, XLOOKUP, Power Query, SQL, Python, Power BI, Tableau | Cloud Applications: Salesforce CRM | Google Suite: Mail, Docs, Sheets, Drive | Online Survey Tools: Qualtrics, SurveyMonkey | Workday | AI tools | LLMs  
Analytical Skills | Attention to Detail | Prioritization | Independent Work | Customer Service | User Experience  
Problem Solving | Business Impact Analysis | Follow-up & Follow-through | Quick Learner

### **Professional Experience**

**Capital Group, Irvine, CA**

**November 2020 - July 2025**

#### **Talent Development Associate Lead**

Handle sensitive information discreetly and communicate effectively with all levels, including senior leadership. Understand Talent Development offerings and collaborate with HR on key initiatives.

- Coordinate logistics for training programs and develop a global training schedule for over 8,000 associates.
- Create and manage training sessions, support associates with scheduling, and optimize enrollments.
- Track training completions and manage technical aspects of sessions.
- Develop program metrics and improve registration processes.
- Partner with Talent Development and HR to drive engagement and coordinate program communications.
- Workday Learning Admin.
- Data Analytics for all programs.

**Southern California Edison (Contracted with Spectraforce Technologies)**

**February 2019 – November 2020**

#### **Project/Program Analyst III, March 2020 - November 2020**

Provided project management support, track development progress against timelines and developed project status reports. Maintained instructional designers' weekly status reports.

- Management / administration of Adobe Connect virtual training sessions.
- Coordinated Train-the-Trainer (TTT) and training delivery logistics; booked training rooms, send TTT meeting invitation and track attendees, ordered meals.
- Managed training enrollments in SAP SuccessFactors Learning Management System
- Prepared presentation decks for meetings as requested.
- Recorded meeting minutes as requested and participated in ongoing team meetings.
- Developed templates as requested by Training Program Lead
- Compiled post training evaluation results and created reports as needed.

**Project/Program Analyst I, February 2019 - December 2019**

Supported Learning Operations team for Switch, Engage & Connect trainings and other projects. Created and optimized, efficient work processes to deliver a high-quality training experience, by leveraging flexibility, planning and critical thinking skills.

- Demonstrate leadership and organizational skills by managing detailed reporting and implementing Lean Six Sigma process improvement.

- LMS Administration for recording participant learning credit, processing rosters, and for report creation and analysis.
- Main point of contact for Edison Learning questions regarding Safety training; correspond with employees to troubleshoot course issues via Edison Learning inbox.
- Create and maintain spreadsheets, records, documents, databases, and other administrative duties as assigned.
- Pack and ship training materials to respective training locations.
- Maintain inventory to ensure efficient resource utilization.
- Work with third-party vendors (e.g., catering, hotel staff, role playing services).
- Support Pilot and Train-the-Trainer sessions on logistics and coaching new facilitators.

**PIMCO (Contracted with Ascent Services)****April 2018 - November 2018****Training and Org. Development Associate**

Planned, scheduled, coordinated and facilitated in-person, phone, and video conference trainings and meetings. Coordinated all communications, logistics, tracking & reporting of accurate program execution.

- Ongoing administration of LMS (Learning Management System) - Cornerstone on Demand.
- Compiled materials for monthly team meetings and recorded meeting minutes
- Researched and identified industry and firm best practice and trends. Recommended potential solutions, improvements and develop new event or program ideas.
- Maintained all T&OD communications, ensuring alignment with communication strategy and branding.
- Handled files and intranet page to ensure accuracy, updating and changing as required.
- Provided exemplary customer service when answering questions and providing instructions. Brought up issues as needed to appropriate T & OD team members.

**American Red Cross, Health and Safety Services****November 2012 – December 2017****Coordinator of Training Schedules, June 2015 - December 2017**

Developed schedule and managed classroom space for CPR classes. Ensured efficient resource allocation.

- Provided excellent customer service to external clients, using Salesforce CRM software tools.
- Worked successfully through multiple transitions in software and business processes to ensure quality service to our customers.
- Supported quality assurance team.
- Administered and analyzed surveys to clients.
- Data analysis and report generation.
- Presented findings to local and regional teams to help improve efficiency.

**Health and Safety Instructor, August 2013 - June 2015**

Facilitated Training in English and Spanish First Aid / CPR/ Basic Life Support, EMR, and Train-the-Trainer. Across the Southern California service area.

**Disaster Services Volunteer Coordinator, Los Angeles, CA, November 2012 - August 2013**

Logistics Support for Disaster Response. Recruitment, onboarding and training of new volunteers.

- Supervision of summer interns.
- Spanish translation services to community members during disasters.

**Education****Bachelor of Business Administration, Computer Information Systems**

University of Puerto Rico, San Juan, PR

**Google Data Analytics Professional Certificate**