

# FELIX CANTU

## SUMMARY

To obtain a Management Position, that will utilize my extensive experience, proven ability, leadership skills and team building philosophy that encourages self-improvement.

- Leadership/Total Quality Management (TQM)
- Hiring/Supervisor Skills/ Problem Resolution
- Process Improvements/ Fiscal Responsibility
- DOT/FAA 49 CFR Part 40 & 14 CFR Part 120
- Training/ Staff Development/Teamwork
- MS Word/ PowerPoint /Excel

## CAREER HISTORY

*State of California Employment Development Department, Salinas California*

*2022 to 2023*

### **EMPLOYMENT PROGRAM MANAGER**

Currently serving as the Field Office Manager (EPM-II) in the culturally diverse Capitola/Salinas Cluster (ARU 045). Responsible for the programs, personnel and properties of both field offices. Conveyed and interpreted department policies and disseminated information and provided technical guidance to staff, partners and the community. Fostered a cooperative approach toward problem solving and encouraged professional growth through coaching, training, and knowledge sharing. Effectively assigned tasks to EPM-Is and staff while providing assistance through guidance, timely evaluations and continuous improvements such as performance appraisal and probationary reports. Ensured performance objectives and goals were met by monitoring performance measurement such as the MIC Report, PFR's and Service Codes. Provided oversight in the MFSW program and delegated logs and files for error and discrepancy review. Achieved a zero finding on the 2022 Monitor Advocate Office formal audit. Applied good judgment in analyzing multiple candidate polls for several vacancies. Asked sound questions regarding the facility relocation with Capitola to Watsonville. Involved in calls with BOPSD and DGS and local parties to meet premises related planning request in a timely manner. Validated staff and ensured to provide necessary EAP and EEO resource links. Allocated budgets in FIS and look for ways to preserve funds as a fiscal steward. Served as Acting DDC for Region 1 when necessary.

*State of California Employment Development Department, Lancaster California*

*2020 to 2022*

### **EMPLOYMENT PROGRAM MANAGER**

Provided supervision for staff located in the Antelope Valley America's Job Center of California (AJCC). Assignment in Workforce Services included planning, organizing, directing and evaluating the WS program activities such as the Wagner Peyer and Jobs for Veterans State Grant (JVSG). Ensured continuous quality improvements to support integrated service delivery model aligning AJCC resources of participating partners to seamlessly address training and employment needs of customers. Planned, scheduled, worked, trained and developed staff. Prepared weekly and monthly reports. Implemented new programs and evaluated employee performance. Monitored staff productivity and accomplishments as well as provided feedback. Coordinated planning goals with the management team and partners. Analyzed, maintained and interpreted CalJOBS reports to track performance measures. Promoted and worked in a teamwork environment. Assisted ARU 003 with the monthly Participant File Review and the Active Cases Report. Used analytical thinking, researched to solve problems and interpret instruction in order to delegate work. Used new technology such as Zoom, Microsoft Teams and other virtual platforms to reach local customers as well as stay connected with the team. Provided support for the Capitola/Salinas Cluster ARU 045. Self-evaluated and applied effective work habits in strengthening my ethics, character and leadership skills.

***Reliant Air Power Inc. (FAA Repair Station #ROUR170X), Mission Texas,***  
**ACCOUNTABLE MANAGER/QUALITY MANAGER**

***2001 to 2019***

Directly responsible for the overall operation of a Department of Transportation (DOT)\ Federal Aviation Administration (FAA) approved repair station. Accountable for the compliance of FAA Drug and Alcohol regulations DOT/FAA 49 CFR Part 40 & 14 CFR Part 120 as well as OSHA/Hazardous Materials for Repair Stations. Responsible for the Visual Compliance screening of International Trade Agreement Regulation (ITAR) customers. Marketed and project managed our services to customers Worldwide. Well versed in Pentagon 2000 SQL software and its purchasing, sales, work order modules. Provided the CFO and company President with financial reports. Served as the Designated Employer Representative (DER) for over 18 years. Well versed in the Drug and Alcohol Federal and Non-Federal Compliance Policy and Procedures. Familiar with the Collection Process as well as collection categories such as Pre-Employment, Random, Reasonable Suspicion, Post Accident, Return to Work. Knowledgeable on Shy Bladder, Dilution and Positive Results. Familiar with Chain of Custody Forms as well as other employee notification and reporting forms. Maintained meticulous record keeping as well as a detailed collection site and self-auditing system. Familiar and accountable with federal audits. Maintained a continuous leadership role in the TQM program and served as a trainer and member of the internal audit team. Established quality protocols, participated in quality training and safety programs, and developed procedures and reports to capture statistical data. Evaluated precision and accuracy of production, testing, measurement and analytical equipment. Trained supervisors and hourly staff in policy, government regulations and procedures. Evaluated staff for professional and technical development as well as participated in the hiring and termination of staff. Fostered relationships with customers and vendors, as well as instilled team building to ensure seamless and effective operations. Supervised warehouse and productions.

***State of California Employment Development Department, Pacoima California***  
**EMPLOYMENT PROGRAM MANAGER**

***1992 to 2001***

Extensive knowledge of the Employment Development Department's Job Service and Unemployment Insurance programs. Served as Acting Office Manager in a culturally diverse office. Planned, directed and oversaw the daily operations of a 78 employee Job Service office and its 3 satellite One-Stops. Developed partnerships as well as planned, negotiated and executed strategies for integrated service delivery with community colleges and community organizations. Experienced in preparation of monthly reports, Business Development Plans, production meetings and dissemination of department information. Skilled in staff scheduling, training, probationary reports and Individual Development Plans. Proficient in premise issues, Financial Integrity and State Manager's Accountability Act, Field Information and Operating and Equipment and Expenses. Worked with other State Agencies in the implementation of contingency plans. Provided oversight to customer services programs such as the Intensive Services Program, Disabled Veterans Program, Youth Opportunity Program and Job Agent Program. Programs consistently exceeded their goals.

## **EDUCATION**

University of California, Davis Ca - Bachelor of Arts, Mexican- American Studies & Spanish  
-1988

## **AWARDS**

- Certificate of Recognition for dedication, Leadership and Commitment-California State Assembly Tony Cardenas 2001
- Superior Accomplishment Award -Employment Development Department 1998
- Teamwork Award-Employment Development Department 1995 and 1996
- Outstanding Performance- Mexican American Studies -UC Davis 1988