HOLLIE LOPEZ SPHR | PHR

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HR & OPERATIONS LEADERSHIP | EXECUTIVE PARTNERSHIP | BUSINESS TRANSFORMATION

PROFESSIONAL SUMMARY

I'm an HR and operations leader who helps executives get priorities done across people, compliance, and systems without losing momentum or having to backtrack. I'm SPHR- and PHR-certified, with more than 20 years in HR and business operations. That includes 10+ years leading HR in multi-state organizations, and earlier years as second-in-command in retail, where I ran HR and multiple departments for a workforce of about 200. I'm a trusted partner to CEOs and functional leaders, known for connecting people, processes, and departments to strengthen compliance, modernize systems, and solve business problems.

LEADERSHIP & FUNCTIONAL EXPERTISE

HR Leadership & Employee Relations • Multi-State HR Operations • Executive & Cross-Functional Partnership • HRIS/HCM Transformation (ADP Workforce Now, Paychex Flex) • Payroll, Benefits & Total Rewards • Employment Compliance & Risk Management • Workforce Planning, Recruiting & Onboarding • Operational Improvement & Process Automation • HR Analytics & Executive Reporting • Department Leadership & Organizational Effectiveness

PROFESSIONAL EXPERIENCE

HR Generalist / Recruiter | Smart Infrastructure Group | *Jan 2025 – Nov 2025*

Riviera Beach, FL • Seven affiliated civil infrastructure and engineering entities | 200+ employees

- Supported HR operations across seven entities, partnering with Finance, IT, and Marketing to improve recruiting, onboarding, compliance, and workforce processes.
- Identified gaps in the existing applicant tracking and candidate-facing processes; coordinated with internal stakeholders to improve system connections, website content, and recruiting-channel information.
- Implemented paperless onboarding through Paychex Flex PEO, enabling candidates and new hires to complete forms electronically and reducing manual administration.

HR Manager | CS Operations, Inc. | *Jan 2023 – Aug 2024*

Palm Beach Gardens, FL • Sole HR leader reporting to CEO | Seven affiliated entities | 150+ employees | Multi-state

- Served as the CEO's primary HR advisor, leading multi-state HR operations, workforce strategy, employment practices, and organizational compliance.
- Identified and eliminated recurring duplicate payroll vendor charges, generating payroll cost savings; personally managed 31 payroll batches monthly during the transition.
- Led an ADP Workforce Now (HRIS/HCM) transformation across seven entities, replacing fragmented payroll and timekeeping processes with centralized HR infrastructure.
- Expanded system capabilities to support benefits administration, carrier integrations, workers' compensation, automation, and compliance reporting; improved accuracy, visibility, and operational controls.
- Onboarded 87 employees in the first year; later secured executive approval to transition payroll processing internally and build employee capability.
- Partnered with Finance or Legal on audits, regulatory matters, and EEOC issues; developed executive dashboards tracking turnover, compensation, tenure and workforce analytics.

PROFESSIONAL EXPERIENCE — CONTINUED

Business Manager / HR | Third Planet Windpower, LLC (TPW) | *May 2019 – Jan 2023*

Palm Beach Gardens, FL • Recruited by CEO to return | Executive support and HR operations | Multi-state

- Returned at the CEO's request to support business operations and maintain TPW's HR and people processes while leadership navigated major transitions involving affiliated company NaturEner USA.
- Supported executive planning for NaturEner's relocation and shared Florida office build-out, including site reviews, relocation coordination, and collaboration with IT on infrastructure and control-room operational requirements.
- Managed HRIS, payroll, benefits, risk management, and compliance activities; supported audits and reporting within a Morgan Stanley-owned renewable energy portfolio.
- Helped guide employee communications and policy changes during COVID while supporting continuity for an essential electricity-generation business.
- Provided trusted, confidential support during corporate restructuring and Morgan Stanley's sale of NaturEner USA.

Communications Analyst | Third Planet Windpower, LLC (TPW) | *Mar 2009 – May 2013*

Florida / California • Promoted multiple times | Relocated from California to Florida by CEO in 2011

- Managed legal data rooms, investor communications, corporate rebranding, and IT initiatives, supporting executive leadership through financial restructuring, project commissioning, divestiture, and headquarters relocations.
- Supported grassroots government affairs and industry advocacy, communicating with state and federal legislators, wind-energy PACs, trade associations, and industry roundtables to advance production tax credits and favorable policy.

EARLIER BUSINESS & PEOPLE LEADERSHIP

Associate Store Manager, Operations / HR | *Gap Inc.* | *2007 – 2008*

Second-in-command for store operations, overseeing HR and multiple departments; led hiring, terminations, promotions, evaluations, onboarding, orientation, training, employee relations, payroll, timekeeping, workforce management, personnel records, and security access.

Assistant Manager / ETL; Operations Manager / Associate Store Manager | *Mervyn's, Inc.* | *2003 – 2006*

Promoted multiple times into senior store leadership. Second-in-command, overseeing HR and multiple departments within a store workforce of approximately 200; accountable for talent decisions, employee relations, workforce planning, payroll, timekeeping, training, and day-to-day operational execution.

Payroll Specialist | *Town of Palm Beach – Public Works* | *Additional experience*

Processed payroll for 95 full-time employees, supported performance evaluation cycles, and contributed to compliance reporting.

EDUCATION & CERTIFICATIONS

- BA, Organizational Communication & Public Relations — California State University, East Bay, 2011
- Senior Professional in Human Resources (SPHR), HRCI — Active through May 2029
- Professional in Human Resources (PHR), HRCI — Active through May 2029

TECHNOLOGY & SYSTEMS

ADP Workforce Now • ADP Resource • ADP EZLabor • Paychex Flex / PEO • ATS platforms • E-Verify • Fidelity 401(k) • HR analytics and dashboards • Audit and data-room platforms • Microsoft Word, Excel, Teams • ChatGPT • Claude