

Eric Alexander Portillo

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Administrative operations professional with 7+ years of progressive experience in higher education and federal environments, specializing in HR operations, project management, and office administration. Advanced experience in higher educational systems like Workday, Interfolio, and PeopleSoft, with the ability to streamline these systems for improved efficiency and service delivery. Known for quality leadership, exceptional organization, and the ability to manage multiple priorities while fostering positive working relationships with colleagues and leadership. Adept at supervising staff and hourly workers, coordinating complex workflows, and ensuring compliance with organizational policies. Always mission-driven, I ensure alignment with human capital structure, regulatory compliance, and operational strategies to deliver best-in-class experiences.

Core Competencies

- Workforce Planning and Development
- Employee Relations and Engagement
- HRIS Management and Data Analytics
- Project Management Specialization
- Process Automation and AI in HR
- Regulatory Compliance (Federal, State, Institutional)

Educational Career

- Bachelor of Science, Business Administration (HRM option) California State University, Los Angeles
- Strategic Human Resource Leadership Diploma - Cornell University, School of Industrial and Labor Relations
- Master's Business Administration and HRM, American Military University, West Virginia (In progress)

Professional Experience

Senior HR Specialist & Space Coordinator, Arizona State University, Tempe, AZ, 2021-Present

- Prior experience, Dean's Office 2021 to 2023, practiced the full gamut of HR coordination for faculty, staff, and students, ensuring compliance with federal, state, and university policies
- Currently, coordinate HR operations and workforce planning for one of ASU's largest engineering colleges, School of Computing and Augmented Intelligence, ensuring compliance with federal, state, and university policies.
- Streamline HRIS workflows and reporting to improve data accuracy, reduce administrative overhead, and support fiscal planning and growth.
- Lead international hiring and onboarding across 40+ countries annually in alignment with global labor laws and institutional policies.
- Partner with academic and administrative leaders to align talent strategies with academic success and operational objectives.

Key achievements:

- Spearheaded HR planning and talent alignment for multiple engineering units, enhancing service efficiency for students, faculty, and staff from 2023 to 2026.
- Improved HRIS data integrity and cycle-time through standardized workflows and reporting.

Administrative Operations Supervisor, U.S. Census Bureau, Los Angeles, CA, 2019-2021

- Directed administrative operations supporting 2,000+ field and office staff across multiple teams.
- Supervised and coordinated the work of cross-functional teams responsible for HRIS updates, onboarding, payroll, compliance, and scheduling.
- Managed recruitment, hiring, and personnel actions in federal HR systems, ensuring adherence to federal guidelines.
- Oversaw front-office operations and workflow coordination to support high-volume service needs.
- Produced staffing analyses, compliance documentation, and operational reports for senior leadership.
- Implemented process improvements that increased accuracy, reduced delays, and strengthened operational readiness.

Key achievements:

- Strengthened HRIS data integrity and compliance, contributing to successful audit outcomes and operational efficiencies from 2019 to 2021.
- Completed 90 hours of professional federal development in project management, automation, and leadership; applied skills to streamline workflows and scale systems.
- Earned three consecutive promotions in FY 2020 for performance excellence across administrative, HR, and technical domains.

Certifications and Clearances

- AZ Clearance Card
- HR / BI certifications (State, Federal, University)
- Intellectual Property Certificate
- Google Project Management Specialization- *Hire Our Heroes Fellowship*

Technical Skills

- MS 365 Office Suite
- Workday, PeopleSoft, DAPPS (HR & Financials)
- Google Workspace / Sheets
- Smartsheet (Project Management)
- Information Assurance and Cyber Security
- AI and Prompt Engineering

Awards and Recognition

- Fulton Schools Rewards & Recognition Committee, two-time appointee (ASU)
- College & University Professional HR Association
- Three consecutive promotions (U.S. Census Bureau, FY 2019 to 2021)
- Honorable US Veteran- US Army & Air Force Reserves (Decade of Service)
- City of Goodyear - LEAD program, Alumni 2026
- City of Goodyear - Citizen Police Academy 2026