

# Sérgio Oliveira

PEOPLE LEAD | PARTNER

## Profile

*I am an experienced People Lead with a focus in Development and Program Implementation. My current passion is to understand how AI will change the people function and make sure we are ready for it.*

## Employment History

### Group Development Lead @bolttech

JANUARY 2021 — PRESENT

As a Group Organizational Development Lead in the People Function. My focus revolves around empowering our team's skills while also delving into understanding how AI will shape the future of people development. Through strategic programs, I aim to future-proof our workforce and facilitate readiness for what lies ahead, including exploring AI's impact.

### HR Business Partner, BLIP, Porto

DECEMBER 2018 — JANUARY 2021

People leader for BLIP's Sportsbook Tribe and overseeing a group of 250 people. Worked closely with General Manager and his leadership team to drove a series of significant organizational changes including:

- Function re-org into the new strategy and gaining renewed confidence from employees. Results included employee engagement of 91% (peakon survey)
- Upgrading the leadership talent;
- Scaling up people metrics and story-telling.
- Successfully coach dozens of people leaders and managers to have more meaningful conversations.

### HR Manager, Ebepaecher, Tondela

2017 — 2018

As the people leader, I led the team that scaled the business from 40 to 600 employees.

Accountable for structuring the HR function, I had a vital role in the definition and implementation of:

- HR Data Analytics,
- HR Policies and Procedures
- HR Compliance and Audit process
- Performance Management Framework
- Talent Management Strategy
- Diversity and Inclusion Strategy

We were able to build a talented and engaged organization.

### HR Manager, NewCoffee, Porto

2016 — 2017

## Details

Portugal

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## Skills

Time Management

Communication

Stakeholder Management

Excel & Power BI

Employee Relations

Python

## Languages

English

Portuguese

Spanish

Head of People. Partnering with the CEO and CFO to build a stronger, performance-based culture.

- Drove rapid hiring results with 10% growth and improved the compensation structure.
- Established a more rational HR model, reducing costs.
- Launched first-ever employee engagement survey and identified actions to improve.
- Built a high performing People team.
- Implemented key metrics on how we were doing for employees.
- Consistently acted as a highly trusted partner and coach to the executive staff, founders and employees.
- Launched a Career Framework.

### **Human Resources Specialist, Elastomer Solutions, Porto**

2012 — 2016

As the location HR Specialist, I led the Payroll and HR Data Reporting, Leadership Recruitment, designed and implemented Training & Talent Development process, owned the Performance Management Process, and ensured HR Compliance and Audits (ISO & OSHA Certification).

## **Education**

### **Human Resources, ESEIG-IPP, Porto**

SEPTEMBER 2009 — SEPTEMBER 2012

Degree focused on the development of the HR function, with people and business at the core.

The syllabus covered a wide range of topics such as **labour law**, **employee management**, **communication**, **relationships**, psychology and many others.

## **Courses**

### **Emotional Management , Know IT**

JUNE 2015 — JUNE 2015

### **CCP , IPP**

SEPTEMBER 2009 — SEPTEMBER 2012

### **LEGO Serious Play, EDIT**

NOVEMBER 2019 — NOVEMBER 2019

## **Internships**

### **Accounting Trainee at MH Contabilidade, Porto**

MARCH 2005 — SEPTEMBER 2006

Accounting entries, bank reconciliation, Preparation of inventory and depreciations, Cash Flow; Banks; among other tasks.

### **HR Trainee at AEP, Matosinhos**

MARCH 2010 — MAY 2010

Internship inserted in the HR degree, main responsibility was to research and gather information about the cultural organization.

### **HR Trainee at DESFO, Porto**

APRIL 2011 — JUNE 2011

Administrative Management (absence management; attendance sheets, etc. )

HR data up to date;

POC to store and all legal

Management of the Work insurance.

## **Extra-curricular activities**

### **HR Manager (Volunteer) at CSSMC Trofa**

2015 — 2018

Volunteer at the HR Department at the Centro Social de São Mamede de Coronado na Trofa.

### **Volunteer at GAS Porto, Porto**

2016 — 2017

Volunteer in the GAS Association in Porto. At the time I was part of the team that dealt and gave support to people at risk (alcohol, drugs, gambling, etc.)