

MAIDA OCASIO DIAZ

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SUMMARY OF EXPERIENCE

Goal-oriented Human Resource executive with more than **15 years of experience** doing business for the **manufacturing, telecommunications and multinational companies**. Full range of human resources experience in the Latin America Region. Recognized for having strong leadership skills and the extraordinary ability of generating enthusiasm, motivation and commitment from others, including virtual, diverse, foreign and multi-cultural team environments. Ability to handle a changing environment and possesses a strong personal drive, integrity, agility and focus. Has strong interpersonal, leadership, communications and presentation skills. Active member of Society of Human Resources Management –PR & National Chapter & FUTUROS Inc. - South Chapter. Comite de Patronos –Past President of the South Chapter.

CORE COMPETENCIES

- Recruitment/Talent Acquisition
- Benefits
- Merger/acquisition
- Labor Laws
- Data Systems
- Policies and Procedures
- Project Management
- Organizational Development Activities
- HR Management

Completely bilingual (Spanish and English)

SELECTED ACHIEVEMENTS

- Lead the initiative of partnering with Universities and Technical School in the Region while establishing the LAM Customer Call Center. This has reduced our recruiting cost up to 75% and has accelerate our time to fill positions. Lead the initiative of partnering with Universities and Technical School in the Region while establishing the LAM Customer Call Center. This has reduced our recruiting cost up to 75% and has accelerate our time to fill positions.
- Successfully establish the HR Share Service Center of all Latin America within Europe.
- Successfully establish the Teleworking Program in all the Region within one year. This was a cost saving initiative of real estates and HR .
- Successfully perform the merger of three companies and harmonized all the employee benefits programs (post-merger) for Mexico, Central America and Caribbean Region within a three (3) month period. The benefit program was extended to 145 employees.
- Received outstanding award for successful implementation and execution of integration and redundancy plan within the LAM Region. The plan included the evaluation and analysis of non-value added, redeployment, synergies and termination activities of more than 350 employees.
- Establish the Management Executive Development Plan.
- Successfully develop and implemented a 401k awareness program that raised employee's participation from 10% to a 50%.
- Outstanding implementation of the Health and Safety Committee within all countries of LAM, and comply with all the regulatory requirements establish by Corporate Office.

EDUCATIONAL BACKGROUND AND WORKSHOPS

INTERAMERICAN UNIVERSITY- Law School

Certification as Mediator of Conflict— Provided by the Supreme Court of Puerto Rico (2004)

PHOENIX UNIVERSITY

Master Degree in Business Management- MBA—Major in Human Resources (2003)

**UNIVERSITY OF MICHIGAN—Business Center
Interviewing Techniques Advance Course 1997**

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**ADVANCED SCHOOL OF PERSONNEL ADMINISTRATION
Certified as Human Resources Administrator 1994**

**INTERAMERICAN UNIVERSITY
Bachelor Degree in Management 1992 - BBA**

Leadership Program – Orange Talent Program Alumni... Seven Habits of Highly Effective... People philosophy for the Covey Leadership Center... Personnel Law Update ... Coaching and Counseling Skills...

Budget Administration... Good Manufacturing Practices... World Class Manufacturing Training... Critical Thinking, American Management Association

EMPLOYEMENT HISTORY

**Home Inspector
Vanguard
Subcontractor with FEMA
Nov. 2017-Jan.2018**

**Home Inspector
Fivebrothers Properties
Michigan
2015-2017**

**HR Consulting Services
MIO Ocasio Corp
Consultant
August 2014 to 2015**

Perform all HR and Business Services as Consultant

Entrepreneur developing new local business.

Orange Business Services part of FT group

Head/ Director of Human Resources of Latin-America Region (April 2003 to Dec. 2013)

Planed and direct all the aspects of the human resources policies, objectives and initiatives for LAM Region. Responsible for employment, recruitment, placement, orientation and training, labor relation with Work council Organization, benefits and employee services. Resolves complaints from employees and managers.

Ensure company compliance with current, applicable labor laws in each country. Responsible headcount: 650 employees in the LAM Region and 6 direct reports. Position reports to HR VP of Americas.

- Lead the implementation of Human Resources Shared Services Center for the LAM Region.
- Lead the cost optimization project of Brazil that resulted in a cost saving project of \$3M on the benefits and salary cost.
- Outstanding implementation of Teleworking Program for LAM Region, which has result in a cost saving in real estate for the company. Also, has result in a major of benefit for the employees.
- Remarkable implementation of the Major Service Center in Brazil that support the whole region.

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Equant Puerto Rico, Inc.

Head of Human Resources for Mexico,- Central America & Caribbean Region (1999 to April 2003)

- Report to the Latin America Human Resources Director for this telecommunications company, which provides international data network services to multinational companies. Responsible headcount of 109 employees and two direct reports.
- Provide advice to the Manager's of the different department (Operation and Marketing) in all the HR issues and local labor laws within the region of Mexico, Central America and Caribbean.
- Recruitment of exempt and non-exempt – responsible for all the recruitment of the assigned region.
- Develop the Compensation and Benefits Packages – provide the necessary orientation of all the benefits of the company. This includes: medical plan, performance bonus, salary adjustments, salary surveys, tuition reimbursement, etc. Administer the Pension plan (401K)
- Administer the People Soft System for the assigned region. Update of the system, training, cleaning of data, etc.
- Outstanding coordination of the company merger between three legal entities. Participate in all stages, due diligence, analysis and implementation of changes and redundant plans. From the HR part be from the design, development of transition, integration and make co-sourcing decisions for the region under my responsibility
- Design and administer the Employee Relations Program.

IPR PHARMACEUTICAL, Inc., Guayama PR

Sr. Human Resources Specialist (1993 – 1998)

- Administer pension & savings plan (401K)
- Develop the Job Task Analysis and creation/update of Job Descriptions according to ADA.
- Implementation of the Employee Relation & Communication Program. Coordinate all integration and recreational activities.
- Develop the quarterly company newsletter (Gente IPR) in coordination with the HR Director.
- Administer the HR Services budget and the Key Performance Indices of the section.
- Conducts ADA compliance, cafeteria, lockers and EEO audits.
- Develop the Skills Inventory Program.
- Handle the all site community relation (donations) and Government Affairs events with the Plant Director (PRMA, MDA, Scholarships events, etc.) Coordinate all the plant tours (HABITAT).

