

LOURDES ARENCIBIA, MS, ED. S., PHR, SHRM-CP

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SUMMARY

Accomplished, strategic business partner with progressive experience in all areas of Human Resources. Proven team player, capable of providing effective support and guidance to senior management and operations. Experience leading projects, implementing best practices, anticipating problems and delivering results in all areas of global human capital management. Successful operating within a matrix organization, and shared services structure. Excellent track record of influencing and motivating teams of all levels both locally and internationally across US, Europe, Latin America and the Caribbean. Fluent in English and Spanish, some knowledge of Portuguese.

- Benefits Programs
- Training & Development
- Affirmative Action & EEO
- Recruitment & Selection
- Employee/Labor Relations
- Performance Management
- Teambuilding
- M & A Assessment and Integration

PROFESSIONAL EXPERIENCE

BANCO PICHINCHA CA – Coral Gables, FL, www.pichinchamiami.com

2017-Present

Miami Agency of the largest private bank in Ecuador

Head of Human Resources – US

Partner with senior management in order to align the HR strategies with the objectives of the Miami Agency

- Coach management on a regular basis in an effort to improve employee relations
- Implemented paperless payroll with significant time and cost savings
- Worked closely with benefits brokers to select cost effective plans
- Redesigned the Performance Evaluation Process
- Created electronic employee files as part of the business continuity plan

MARINE HARVEST US, LLC. – Doral, FL, www.marineharvest.com

2015-2017

World's largest producer of Atlantic Salmon and one of the largest seafood companies in the world. The company employs over 12,000 people, and is represented in 24 countries.

Human Resources Business Partner/HR Manager - US

- Lead a team of 3 Human Resources professionals and 1 Safety Coordinator
- Manage and resolved all employee relations claims and complaints
- Support the staffing and implementation of policies and procedures for a new processing plant in TX
- Partner with management team and operate as true business partner and trusted advisor in all HR matters.

CABLE AND WIRELESS COMMUNICATIONS INC. – Coral Gables, FL www.cwc.com

2014 – 2015

Full Service Telecommunications PLC, Headquartered in London, with its main operations in the Caribbean and Latin America with over 8,000 employees worldwide.

Human Resources Business Partner – US

Partnered with and led team of 4 HR professionals aligning HR strategies and organizational objectives to achieve business goals, mission, and core values of company. Supervised payroll, benefits and separation procedures for US and UK based employees.

- Saved over \$1.4M by initiating the transition of payroll providers from TriNet to ADP as well as implementing cost effective benefits programs including workers' compensation plans.
- Managed relocation and immigration process of over 90 employees from UK and the Caribbean to Florida

- Educated senior management and C-level executives on urgency of complying with FLSA, FMLA, OSHA, ERISA regulations.
- Created and implemented, in conjunction with outside counsel, the first Employee Manual in accordance with state and federal legislation.
- Reduced ADA compliance issues by properly managing employee relations and cases.

INFOR – Miami, FL www.infor.com

2011 – 2014

Company specializing in enterprise software ranging from financial systems and resource planning to supply chain and customer relationships. \$3B revenue, 70,000+ customers, 12,400 employees globally with 2000 in Latin America.

Human Resources Director-Latin America

Led and supported team of 5 HR professionals throughout LATAM (Chile, Mexico, Argentina, Brazil, and Colombia). Acted as liaison between North America Corporate executives, LATAM management teams, and employees.

- Successfully resolved employee harassment claims which represented savings of over \$1.5M.
- Insured smooth integration of newly acquired markets, and successful onboarding of employees, in accordance to global standards, local requirements, and budgets.
- Researched and selected vendors to provide cost effective benefits programs and employee training in Chile, Mexico, and Brazil.
- Developed and implemented regional performance evaluation process.

DUFY – Miami, FL www.dufy.com

2008 – 2011

Publicly traded, global travel retailer headquartered in Basel, Switzerland, \$4.1B revenue, operating in over 60 countries in over 1,700 duty-free and duty-paid shops in airports, cruise lines, seaports, railway stations and central tourist areas.

Regional Human Resources Director – US, Latin America and the Caribbean

Provided guidance and support for regional team of 14 HR professionals.

- Headed post-acquisition integration of the Hudson News Group companies (www.hudsonsgroup.com).
- Saved over \$800K by resolving EEO claims via mediation.
- Facilitated all mobility aspects of corporate transfers for employees from Europe and Latin America to the US and Caribbean.
- Created and validated the first Employee Manual for the US locations while maintaining compliance with the Trade Union agreements.
- Partnered with cross functional project team in charge of establishing compliant new operations in the Caribbean.
- Rolled out the newly created Global Recruiting Portal.
- Conducted monthly and quarterly review of HR's KPIs for region.
- Served as liaison between executive team and local vendors in the build out and set up of new locations in St. Kitts, Roatan, Dominican Republic, Turks and Caicos and Barbados while recruiting and setting up the local workforce.
- Designed and implemented annual performance review process and aligned it to Management Bonus Program.
- Developed and communicated affirmative action plans for the region.
- Introduced and rolled out Harassment and Sensitivity Training adapted to all levels of the workforce.

INFOR GLOBAL SOLUTIONS (previously Systems Union) – Miami, FL www.infor.com

2005 – 2008

Human Resources Advisor – Infor (2006 – 2008)

Headed the successful recruitment of Infor's Software Development Team while implementing processes which cut recruitment costs by 70%.

- Designed applicant tracking process to meet Affirmative Action and EEOC requirements.
- Managed all aspects of employee life cycle and corporate transfers, including USCIS approval process.

HR Director-Americas (North, Central and South America) (2005 – 2006)

Supervised and supported a multi-national team of 5 HR professionals.

- Implemented benefits programs with savings of up to 30% of the yearly costs.
- Saved over \$275K by resolving employee relations and wrongful termination claims.
- Sourced and implemented first HRIS for the company.
- Educated foreign C-level officials on compliance of FLSA, FMLA, OSHA, ERISA regulations.
- Worked with CFO to develop sound policies ensuring compliance with country specific regulations.
- Administered, supervised and implemented web based payroll and benefits administration.
- Standardized all confidential HR records.

ANSWERTHINK CONSULTING – Division of the Hackett Group – Miami, FL**2004 – 2005**

www.answerthink.com

Publically traded business and SAP technology firm.

Human Resources Manager

- Relocated the HR Department from Atlanta to Miami.
- Successfully resolved Employee Relations issues.
- Implemented Performance Improvement Plans to avoid wrongful termination claims.
- Benefits Administration including COBRA compliance and New Hire Reporting.
- Created Online New Hire Orientation reducing shipping costs by 95%
- Managed the entire employee life-cycle via PeopleSoft HRIS.

PROFESSIONAL TRAINING CENTER – Miami, FL www.mattiacollege.edu**2002 – 2003**

Privately owned trade college specializing in medical technologies.

Human Resources Director

Established the HR Department for this start-up family owned business.

- Designed and developed recruiting process including development of company web-site as advertisement and recruiting tool.
- Mediated employee relations issues; settled sexual harassment and wrongful termination case with savings of over \$200K.

STRATASYS GROUP, LLC – Miami, FL**1999 – 2002**

Roles included: HR Manager; HR Generalist; Recruiting Coordinator

EDUCATION**Post Masters Specialist Degree in Education (Ed. S)**

Barry University – Miami, FL

Master of Science in Education Degree (M.S.)

University of Miami – Miami, FL

Bachelor of Arts Degree (BA) Psychology/ Mathematics

University of Miami – Miami, FL

CERTIFICATIONS / CONTINUING EDUCATION**SHRM Certified Professional-SHRM-CP****NYU-Human Capital Innovation in Technology and Analytics:**

Predicting Engagement and Performance using Data

Human Resources Management Certification, Barry University**Professional in Human Resources National Certification, SHRM-FL (PHR)****Human Resources Generalist Certification, SHRM-Atlanta, GA**