

Accomplished, versatile Senior-Level Human Resources Professional and strategic leader with 18+ years' of ground-level High Performing Talent Acquisition, policy development, and planning administration, HR and benefits Programs experience in a variety of industries. Well-versed in various international labor laws for employees in LATAM, Caribbean, and Europe. Demonstrate commitment to leadership through positive contributions to boosting employee morale, improving retention and productivity rates, and streamlining policies and procedures. Executive-level relationship manager talented at building solid partnerships with internal and external strategic leaders. Exemplary communication skills and excels in demanding, fast-paced environments. Areas of Expertise include:

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| ✓ Succession Planning | ✓ Performance Management | ✓ International HR Operations |
| ✓ Training Development | ✓ Compensation Programs | ✓ Relationship Management |
| ✓ Employee Relations & Retention | ✓ Merger & Acquisition | ✓ Diversity & Inclusion |

PROFESSIONAL EXPERIENCE

HR Sr Corp Director

Capillus LLC, Miami, FL 2018-Present

- Partner with company leadership to set the HR strategic agenda and priorities.
- Develop, communicate, and implement changes in the organization's personnel policies and procedures and ensure that proper compliance is followed.
- Oversee staff annual review process, rewrite job descriptions as necessary, handle employee training, implement performance improvement plans when necessary, etc.
- Prepare, update, and maintain handbook on policies and procedures.
- Perform recruitment activities, prepare and place recruitment advertising; interview and evaluate candidates for select positions and maintain related records; perform employment verification.
- Responsible for employee engagement and onboarding; new-hire orientations training, and coaching.
- Support company leadership with performance reviews, bonus plans, job descriptions, and salary guideline on a needed basis.
- Facilitate annual performance review processes for both executives and staff.
- Interpret and educate managers on HR policies, and provides counseling on such policies as necessary.

HR Corp Director

DRI, Miami, FL 2016-2018

- Provides HR strategic leadership and partners with management to drive processes in support of the associate and leader life cycle. These include talent management, change management, performance and compensation planning, talent development, succession planning, associate, organizational design and development.
- Unemployment reporting, Policies and procedures, Employee Relations, Onboarding, Leadership Development.
- Certain Work Environment responsibilities which previously resided with the onsite Directors of Human Resources.
- Liaise with the Work Environment managers in the Global HR Services team to ensure that consistent treatment is being afforded to all associates.
- Participate in and support Positive Work Environment (PAR) training, labor/employee relations-related interventions (focus groups, feedback sessions, etc.), Guarantee of Fair Treatment/Arbitration and Peer

Melia Hotels International, Miami, FL • 2009-2016

HR CORPORATE DIRECTOR AMERICAS

- Serve as a Key member of Europe Field Leadership team and HR Leader to corporate headquarters with dual reporting to EVP Americas and Global HR.
- Manage a team of 25 HR professionals to cultivate unified, values- based culture and brand globally.
- Foster and cultivate positive relationships with the Executives and Regional Managing Directors.
- Oversee and manage the national and international hiring and recruitment process.

- Successfully developed employee policies, procedures, and benefit packages for 7 different countries in Latin America, Europe, and Caribbean.
- Coordinate efforts in securing various working visas for employees,
- Orchestrate human resources management at local and international site locations.
- Draft, develop, and implement procedures for employee performance reviews
- Established comprehensive salary and wage policies and structures.
- Develop and administer the human resources budget for all affiliated operations.
- Built and maintain a robust pipeline of contacts with colleges and diverse professional organizations to attract and recruit top-notch talent.
- Devise and implement processes to assure compliance with all local, state, international governmental regulatory compliance.
- Plan and conduct training and professional development programs for employees to enhance productivity.
- Continuously promote company-wide communication of corporate culture, mission, and vision.
- Implement process to analyze and track employment statistics to more efficiently identify trends; subsequently developing improvement for employee retention.

COLUMBUS NETWORKS, Miami, FL • 2007-2009**HUMAN RESOURCES MANAGER**

- Monitored and assessed employees to ensure compliance with corporate and regulatory safety standards.
- Conducted extensive annual employee reviews; completing appropriate compensation modifications and benefits administration.
- Strategically prioritize resources and schedule personnel across multiple shifts and assignments.
- Held full accountability for all phases of the recruiting process.
- Sought out and identified underperforming operations; developing robust action plants to facilitate improvement as needed.
- Developed and launched successful production and management strategies.

INTERNATIONAL SALES GROUP, Miami, FL • 2003-2007**HUMAN RESOURCES MANAGER**

- Planned, developed, implemented, and evaluated personnel and labor relations strategies.
- Designed and launched strategies to attract high caliber talents and cover critical open positions.
- Played an integral role in company's hiring process by coordinating internal and external job postings.
- Researched and prepared occupational classifications, job descriptions, and salary scales.
- Managed a wide array of employee-centric programs and maintained human resources information, adhering to utmost confidentiality.
- Planned and coordinated employee performance and appraisal programs.
- Facilitated 401K Administration and supervised extensive payroll processes.

TRAVEL ONE INTERNATIONAL, Miami, FL • 1997-2003**INTERNATIONAL HR MANAGER**

- Ensured open lines of communication with Country Managers and Regional Directors to provide coaching in HR and employment needs.
- Assisted marketing, finance, and operations management in building action plans for employees.
- Held full accountability for all national and international recruiting efforts.
- Performed investigations to resolve employment issues.
- Oversaw implementation and compliance with and affirmative action plan.
- Developed and performed new hire orientation and various other dynamic training programs.
- Completed and analyzed all reports, tracking systems, and documentation for all employee relations and recruitment activity.
- Served as primary point of contact for sponsorship and emigration issues, such as H-1b-visas, labor certifications, and accommodations.

Additional professional experience as a Human Resources Manager

EDUCATION

MASTER OF SCIENCE, (INDUSTRIAL PSYCHOLOGY), 1993
UNIVERSITY OF COMILLAS, Spain

BACHELOR'S DEGREE, (HUMAN RESOURCES), 1992
VALLE UNIVERSITY, Mexico

PROFESSIONAL DEVELOPMENT

SPHR, Currently Enrolled
Human Resources Specialist Certification, University of Miami, Miami, FL, 2002

LANGUAGES

English & Spanish: Fluent | Italian & Greek: Basic

AFFILIATIONS

Greater Miami Society for Human Resource Management (GMSHRM)
Human Resource Association of Broward (HRABC)
Society for Human Resource Management (SHRM)