



# Diego González Farias

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🏠 Guadalajara, Jalisco

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- Ability to handle pressure at work - efficiently handling rapidly shifting circumstances.
- Strong communication skills.
- Leadership skills and a team player
- Ability to receive feedback and constant learning desire.
- Operation efficiency and the voluntary assignment of additional tasks in my work area.
- Excel -Advanced
- VBA, SQL, Power BI and R – Intermediate Level
- Python- Basic
- Lean Manufacturing Tools and Six Sigma statistical tools
- Numerical and problem-solving thinking

I am currently working at Convert Solutions, a company based in Guadalajara, Jalisco. In my role, I specialize in talent acquisition for operational and administrative positions. I have a track record of successfully identifying and attracting top talent to meet the organization's staffing needs.

Furthermore, I actively contribute to various Human Resources tasks, leveraging my expertise in areas such as employee onboarding, performance management, and HR policy development. I have a strong understanding of best practices in these areas and strive to ensure that our HR processes align with industry standards and support the overall success of the company.

In addition to my HR responsibilities, I also contribute part-time as a continuous improvement engineer. This role allows me to utilize Lean Six Sigma methodologies and tools to identify process inefficiencies, streamline workflows, and drive operational excellence. By implementing data-driven solutions and facilitating change management, I contribute to enhancing productivity and overall business performance.

In my role, I leverage my proficiency in SQL, R, VBA, and DAX to filter and analyze substantial amounts of data, transforming it into actionable insights for the organization. I am passionate about process improvement and have a strong background in Lean Manufacturing tools and process standardization to reduce variability through Six Sigma methodologies.

Currently, I am pursuing a degree in accounting and recently obtained my Green Belt Certification, with a Black Belt diploma (certification in progress). Furthermore, I am expanding my knowledge in R, SQL, and Python to further enhance my analytical capabilities.

***Talent Acquisition Specialist / Continuous Improvement Engineer,  
Convert Solutions***

Zapopan, Jalisco Nov 2022- Current

- Responsible for the full operational, administrative, and management recruiting cycle.
- HR Data Analytics and Dashboard management for multiple internal clients using PowerBI and Excel.
- Automation of processes using tools like Power Automate and Power Apps.
- I was able to provide insights for multiple KPI's for HR and create internal tools for employee management.
- Actively support the Continuous Improvement Area in implementing Sustainable Flow Manufacturing (SFM) principles and utilizing Lean Six Sigma (LSS) tools to enhance Overall Equipment Efficiency (OEE).
- Drive the implementation of Single-Minute Exchange of Die (SMED) techniques to minimize downtime during production changeovers.
- Develop and maintain databases and worksheets to monitor daily production results, enabling proactive decision-making when goals are not met.

***Talent Acquisition Specialist II, TTEC***

Guadalajara, Jalisco --- 2022- Nov 2022

- Responsible for the hiring process by performing reference checks, background checks, screening resumes, interviews, and assessments.
- Completing paperwork for each individual hire.
- Coordinate with management to find the best candidate for any position needed within the company.
- Developed and implemented a dynamic dashboard that enabled efficient resource allocation for Marketing and Talent Acquisition teams by identifying the most effective candidate sources.

***Car Logistics, Guest Happiness Agent, TTEC / Getaround***

Guadalajara, Jalisco --- 2018-2022

- Assist customers for a car-sharing company in different scenarios during rental time.
- Coordinate Roadside assistance and work with different vendors to find a solution effective and in a timely manner.

***Customer service Representative, Teleperformance***

Zapopan, Jalisco --- 2017-2018

- Educate customers on promotions to enhance sales.
- Manage bulk accounts for a telecommunication company being a service representative on sales, technical support, billing and retention. .

- Lean Six Sigma Black Belt Diploma- International Lean Six Sigma 2023
- Lean Six Sigma Green Belt Certificate- International Lean Six Sigma 2023
- Lean Six Sigma Yellow Belt Certificate- International Lean Six Sigma 2023
- SQL de Cero a Experto – A2 Capacitación 2023
- R y R Studio Desde cero hasta Data Master – A2 Capacitación 2023
- Diploma in "Financial Education"- CONDUSEF 2020
- Advanced Excel Level Course by "Vanguardia Academica Online" 2022
- Data Analytics - Coursera certified by Google 2022