



## **Viridiana Carrillo Arriaga**

### **CONTACT INFORMATION**

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### **SCHOOL CARRER**

NATIONAL AUTONOMOUS UNIVERSITY OF MEXICO

School of Accounting and Administration

**Bachelor's Degree in Administration (February 2015-July 2019)**

NATIONAL AUTONOMOUS UNIVERSITY OF MEXICO

School of Accounting and Administration

**Diploma in Strategic Human Talent Management (February 2021-September 2021)**

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### **CARRER PATH**

**EMIDA TECHNOLOGIES** (August 2024 – Current)

**Position:** HR Manager

#### **Main Activities:**

- Strategic HR planning according with the business needs, for the 2025 year.
- Ensure HR policies and procedures comply with Mexican labor laws (Secretary of Labour and Social Security, IMSS, SAT).
- Elaboration and Updating of the Internal Working Regulations.
- Participation in contractual revisions.
- Planning, organising, developing and coordinating recruitment processes at national and international level (Mexico, Colombia and USA).
- Creation, modification and updating job descriptions for each area of the company.
- Oversee payroll processing in Mexico, ensuring accuracy and timeliness of weekly and bi-weekly payments.
- Manage employee onboarding and offboarding processes in coordination with the accounting team, ensuring compliance at all stages.
- Collaborate with the CEO and senior managers of the company in the design and implementation of leadership development programmes, providing managers at all levels with the necessary tools for their proper performance.
- Guiding leaders on performance management practices, including constructive feedback, coaching, and talent development.

- *Design and execute retention strategies tailored to the specific needs of employees in Mexico and Colombia.*
- *Responsible for setting up the global and regional Onboarding programme for new employees.*
- *Verify that training and induction programmes are aligned with the needs of each area and the company in general.*
- *Onboard new employees and manage immigration documents and benefits packages.*

**Results Achieved:**

- *overall improvement of the organisational climate*
- *Effective and proactive talent development*
- *implementation and use of technology (software) to optimise HR management.*

**SOLERA (May 2022 – August 2024)**

**Position:** HR Coordinator

**Main Activities:**

- *Employee lifecycle management.*
- *Carry out and coordinate the complete process of local and foreign hires.*
- *Administration of the Workday Platform for the employee workforce for Mexico, LATAM, USA and EMEA.*
- *Review, approval or cancellation, to determine if the hiring process of the candidates is carried out, directly with the Talent Acquisition area.*
- *Onboarding session for new hires.*
- *Administration, creation and updating of digital and physical files.*
- *Direct contact with Managers and Directors around the world, to carry out the onboarding and offboarding processes.*
- *Carry out the complete process of local and foreign offboarding of Mexican and foreign employees.*
- *Trackers maintenance, (Active/Foreign Employees, dismissals, new hires, file control, life insurance).*
- *Administration of more than 1,700 employees in the 7 legal entities that the company manages.*
- *Admissions, terminations and updates in the medical insurance system for all employees, managers and directors.*
- *Attention and follow-up of medical coverage for particular cases with the insurance company and broker.*
- *Maintenance and updating of life insurance for employees, managers and directors.*
- *Implementation and improvement of processes for the HR area.*
- *Creation of guides and manuals for the HR area.*
- *Creation of guides and manuals for employees.*
- *Reporting of incidents directly to the payroll area for payroll and terminations.*
- *Coordination of processes with HRBP and reporting to Management.*

**Results Achieved:**

- *Improved personnel information management through Workday.*
- *Successful update in a timely manner of life insurance for all active employees in Mexico.*
- *Creation of digital and physical file archiving.*

- *Quality and timely attention to all employees.*
- *Optimization of processes for the Human Resources area.*

#### **LEAN BUSINESS GROUP (April 2021 – May 2022)**

**Position:** Organizational Development Analyst

**Main activities:**

- *Recruitment and selection of personnel (Cloud architects, Cloud PM, Cloud evangelist, PM (IT), PMO (IT), Change manager, Scrum master, Infrastructure, Developers, Controllers, Telecom, Service Desk, Financial analysts, among others).*
- *Recruitment process, vacancy posting, contact, interview (first filters), documentation request, file integration.*
- *Control of personnel additions and deletions, in direct relation with the accounting area.*
- *Creation of a list of collaborators, for contract renewal.*
- *Support in the elaboration and delivery of contracts, in direct relationship with the legal area.*
- *Assembling and control of physical and digital files.*
- *Updating of existing files, which were incomplete.*
- *Carrying out processes of terminations, settlements and liquidations.*
- *Support in the implementation of the training matrix.*
- *Support in the implementation of NOM 035.*
- *Creation and delivery of reports on a weekly basis.*

**Results Achieved:**

- *Improved work climate.*
- *Correct personnel management in general.*

#### **TELEPERFORMANCE (February 2019 – February 2020)**

**Position:** Internship

**Main activities:**

- *Recruitment and selection of personnel (sales executives, technical support executives).*
- *Support in the creation of reports and databases.*
- *Posting of vacancies.*
- *File creation and control.*
- *Control of personnel registration and termination.*

**Results Achieved:**

- *Compliance with massive hiring of personnel (40 executives per month).*
- *Delivery of reports on time.*

*GRUPO HM ADMINISTRACIÓN DE RH (December 2017 – November 2018)*

**Position:** HR Administrative Assistant

**Main Activities:**

- *Support in recruitment and selection of administrative and operational positions.*
- *Support in the application of psychometric tests.*
- *Integration of files.*
- *Preparation of reports.*

**Results Achieved:**

- *Better control of files.*
  - *Organization of employee databases.*
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**LANGUAGES:**

- *Advanced English C1 (Listening 90% / Writing- 90% / Conversation-90%)*
  - *Native Spanish*
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**COURSES:**

- *Seminar: Principles and practices of Project Management*  
*School of Accounting and Administration*  
*UNAM (2016)*
  - *Course: Aspel- SAE, COI, NOI UNAM*  
*School of Accounting and Administration UNAM (2018)*
  - *Course: Intermediate Excel*
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