

18 years experience as consultant to the Human Resources area with functions for training, coaching, identification of needs (DNC), sales, call center, customer service, E-learning, development and management of courses and staff payroll. I am an oriented leader in management and development of staff and Empowerment, with interpersonal sensitivity and assertive communication.

**Ford Credit México**

Training Coordinator

Human Resources coordinator in charge of detection of needs (DNC), E-learning, development and evaluation of courses and management of staff payroll.

I achieved the national certification of 300 employees from the purchasing area, reducing to zero the one to one training by developing the online course "CPARS" and be able to implement the electronic certification.

I designed, translated and adapted the Performance Assessment Manual "Diversity Toolkit" for the intranet of Ford Credit Mexico and Latin America by standardizing the levels of overall assessment, winning the International Ford Credit award "Recognition Award 2009".

I contributed in the development of 60 online courses for the intranet "Training and Development Department" Ford Credit Mexico in 2008, adapting courses from the Harvard Manage Mentor material in English into Spanish, increasing learning ability and diversity of topics related to online business more than 100%.

**United Airlines Inc. México**

Customer Service Representative and Instructor

Supervisor of the customer service complaints area, providing on the job training courses and creating National and International Strategies for different departments and areas such as sales and marketing, event logistics, training department, call center monitoring and supervision.

I trained and worked side by side training with 100 employees for the opening of the "Customer Relations Department", assuring the income calls of 3000 daily coming from the United States and offering bilingual assistance and immediate solution at first point contact or after 24 hours.

I offered support to the International team in Chicago resolving main complaints addressed to the CEO of United Airlines in "Chicago World Headquarters", contributing to the restructure of Chicago's call center and its transition to Mexico City.

I launched the International Station in Lima, Peru. I was providing consultancy and training to new hired personnel for the Reservations Call Center, with 2 daily flights Lima-Chicago-Lima, increasing the level of zero to 300 calls a day.

**Ddemiesis "Desarrollo Mexicano de Sistemas"**

**General Electric.**

Housing Coordinator

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| <b>Ddemesis "Desarrollo Mexicano de Sistemas"</b><br><b>General Electric.</b><br>Housing Coordinator<br>Coordinating travel and accommodation for relocated employees and translation of manual processes. |
| <b>Apollo Travel Services de México "Galileo"</b>  |

**Education:**

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| <b>Pacific Western University of California</b><br>Master of Business Administration                            |
| <b>Pacific Western University of California</b><br>Bachelor of Business Administration                          |
| <b>E.I.T. Escuela de Intérpretes y Traductores</b><br>Interpreter Translator in Tourism<br>Administrative Area. |