

Diego Pacheco

Argentina



dmpacheco@gmail.com



[linkedin.com/in/diego-pacheco-906a64b](https://www.linkedin.com/in/diego-pacheco-906a64b)

Experience



Consultant

Divergente Consultant

Jul 2019 - Present (1 year 6 months +)

Inclusion & Diversity consultant. Awareness lectures for companies in order to help culture changes.

Change management for HR process to include I&D perspectives



Analytics and Modeling Associate Manager

Accenture

Sep 2016 - Aug 2020 (4 years)

HR Talent, Analytics and Insights Team

Accenture Digital Stakeholder

Reporting, Analytics and Insights for HR Global Leaderships



Analytics and Modeling Associate Manager

Accenture

Oct 2014 - Aug 2020 (5 years 11 months)

Core

- HR Decision Support Team

Cross Functional Support - Talent Supply Chain

Initiatives and Others

- LGBT Argentina (Training development - Inclusion and Diversity at work)

- Develop and Facilitator of internal trainings (Excel and VBA)

- Team Meetings: Organization and facilitator

- GoDigital: Improvements Project across Teams. Coordinator.

- Team Building: activities to develop soft skills among the team: counselor/counselee relation, replying emails, how to face critical situations, team working activities.



Resources Forecasting and Planning (Specialist)

Accenture

Mar 2011 - Oct 2014 (3 years 8 months)

Analytics and Business Support Team

Mar-2011 / Mar-2012: Forecasting and Planning for Enterprise and Corporate Functions

Abr-2012 / Feb-2014: Forecasting and Planning for Business Process Outsourcing and Technology

- Team Supervisor

- Supply / Demand Analysis

- Global Management (Reporting and Analysis)

Feb-2014 / Oct-2014: HR Business support for Digital

- Supply / Demand Analysis

- Global Management (Reporting and Analysis)



Forecast Analyst - Cisco CBG

Next

Feb 2008 - Mar 2011 (3 years 2 months)

Forecast for incoming calls

Over/Under forecasting

Reporting (Excel and MS VBA)

Supported Centers:

- Next (1 in Argentina)
- Sitel (4 in Europe)
- Concentrix (1 in Philippines y 1 in Costa Rica)
- V-Customer (1 in Philippines y 1 in India)



Scheduling Analyst

Teleperformance

Jan 2007 - Jan 2008 (1 year 1 month)

Forecasting

Software: Blue Pumpkin

Reporting (Excel and MS VBA)



Mission Control Analyst & RMG Analyst (Backup)

Teleperformance

Apr 2006 - Apr 2007 (1 year 1 month)

Mission Control until May 2006:

MSN Spanish

MSN Reach

MSN International

Dell Computers E&A

Dell On Call

Vonage (Voice Over IP)

RMG Backup (until May 2006):

MCI

Mission Control since May 2006:

Motorola MD

Motorola iDEN

AT&T



RMG Analyst

Teleperformance

Oct 2005 - Apr 2006 (7 months)

Scheduling Analyst

Software: IEx Module

Project: MCI (US)



Mission Control Analyst

Teleperformance

Dec 2004 - Oct 2005 (11 months)

US Projects:

MSN Spanish

MSN English

MSN International

Dell Computers E&A



Agente Telefonico - Soporte Tecnico

Teleperformance

Dec 2003 - Dec 2004 (1 year 1 month)



Adjunct Professor

Alejandra Bubuli Professor

Mar 2002 - Dec 2004 (2 years 10 months)

Adjunct Professor for English: basic level

Adjunct Professor for English: intermediate level



Assistant

Enrique Trajtenberg Accountant

Aug 1998 - Mar 2001 (2 years 8 months)

Accountant Assistant

Education



University of Buenos Aires

Master of Business Administration - MBA

2012 - 2018

Skills

Team Leadership • Training & Development • Microsoft Office • Teamwork • Negotiation • Team Building • Accountability