

Profile:

Diversity & Inclusion professional with nine years of customer experience in international environments and a Bilingual Master Degree. I have qualified experience within local and transnational companies in three different countries: Australia, the United States & México. My knowledge and professionalism were acquired by the development of diverse programs to increase the diverse indicators of my clients and consistently to exceed the goals of each role that I had, mainly in positions related to D&I and Customer Service. I have professional experience in companies such as PwC, Oliver Wyman, The Walt Disney Company, Marriott/Starwood Hotels & Resorts, Accor Hotels Group and Four Seasons Hotels and Resorts. National winner of the first "Euroeducate" scholarship given by SECTUR (National Tourism Bureau). I specialise myself in Inclusion & Diversity, Complaint Management, Pink Market, Training and Development and Customer Experience Management within multicultural environments.

Strengths: Problems Resolutions, Team Work, Internal and External Contact, People Development & Flexibility and Adaptability.

Professional Experience

PwC Mexico, Mexico City, Mexico

Feb 2020/Present

Multinational Professional Services firm.

Diversity & Inclusion Senior Associate – Office of Diversity:

Member of Mexico's Purpose & Inclusion team. Strategic management and project coordination of D&I programs within Mexico

- Coordination and Implementation of the D&I strategy pillars, with special focus on culture of belonging and external impact.
- Relationship management with D&I Champions, internal and external stakeholders.

Oliver Wyman, Mexico City, Mexico

Jul 2017/Dec 2019

Global Consulting Firm, part of Marsh & McLennan Co.

Inclusion & Diversity Coordinator - Human Capital:

Member of Oliver Wyman's Global I&D team. Coordination, and administrative support for I&D projects and the global Employee Resource Groups.

- Coordination and handling of Inclusion & Diversity internal and Social Media campaigns.
- Increase by +70% the participation of employees within the Mexico City office within I&D projects and ERG (Gender equality, Family Life, LGBT+, Introversion and Racial Diversity), through workshops, communication campaigns and training, including the achievement of the HRC Equidad MX Benchmark and the It Gets Better Video Mexico & UK. 2017 Firm Contribution Winner and shortlisted as 2017 I&D Champion.
- Content Management of I&D files and ERG Resources firm wide, including intranet resources, launch and creation of ERGs toolkits
- Mentoring and Onboarding of new support professionals to the Inclusion & Diversity Strategy and company's culture.
- Mexico City Leader for GLOW (LGBT+ ERG). Winner of the GLOW Pink Panther Award for the Americas for my contribution to LGBT+ Safe Spaces, I&D Strategies promotion and OW's affiliation with Pride Connection MX.

Dwellworks, Mexico City, Mexico

Sep 2016/Jul 2017

Multinational company specialised in relocation services for expats, running as the local partner for Relocation Management companies with services for global enterprises.

On-Site Destination Services Nestlé Mexico Account Manager:

Personalised support as account manager for Nestlé Mexico, assisting with House Finding, Lease Negotiations, Schooling and Destination Services Orientation.

- Increase of the services billed by +40% during the first six months, through processes alignment, communication enhancement between Cartus, Dwellworks and Nestlé, with a 100% reduction of the 80 M USD loss during 2016.
- Improvement of the Satisfaction Index of Expats over an innovative process of assignation of Consultants with assignees. Acquiring an Award by Dwellworks for top management in a top record of time.

Mercure Sydney Hotel, Accor Hotels, Sydney, Australia

Oct 2014/May 2016

Brand's largest hotel in the world. Top leader within the leisure-business market. Accor hotels is the second largest hotel company in the world with presence in 95 countries, revenue of 5.6 Billion Euros.

Front Office Team Leader

Mar 2015/May 2016

Supervisor, DSO, Guest Services, Loyalty, Recruiting, Groups, VIP and Aircrew.

- Diminish of the 80% of complaints during “Key Risk Situations”, through Complaint Management technics and Guest Experience Details, improving the percentage of repetitive guests (+50% vs 2014).
- Reduce of turnover, improvement of the retention and increase of professional development of the staff under my training, through personalised training, feedbacks, periodic reviews and situational drills. As a result, there was +30% in Satisfaction Surveys Index and a time expedite of the Arrival/Departure Procedure compared to 2014.

Front Office All Rounder

Oct 2014/Feb 2016

Operations of Communications office, front desk and night audit.

- I manage to reduce the pre-authorization complains within a 50% vs 2014, for money holdings done over an original method within the brand of funds release through the PMS & direct contact with the financial institution.
- Implementation of the “listen and experience with the guest” method as a sales strategy for increasing the individual monthly “Up Sales” up to AUD 1500.

8 Hotels Boutique Collection, Sydney, Australia

Oct 2013 /Oct 2014

Australian lodging Company with presence in Paris, Bali, Fiji & Australia, focused on sole hotel properties.

Front Desk Multitask

Operation of communications, reservations and front desk of diverse properties within the enterprise.

- “Good To Great Star Award” winner, with a National Record High in the 1st Q 2014 in Satisfaction Surveys over “listen and experience with the guest”.
- Only staff member qualified within the Company to operate four unique properties, with individualised systems, improving the hotel productivity during staff operational crisis.

Four Seasons Hotels and Resorts, Sydney, Australia

Nov 2012 /Sep 2013

Hospitality Luxury Corp. with 50 years of experience. FS Syd is the company's largest hotel & with more OCC per year.

Bell Boy/Garage Attendant

Guest Services within the hotel, luggage handling and Valet Parking.

- Implementation of a “colour based” luggage tags procedure for the pull-ups/downs of baggage for groups over 200 rooms, reducing the time and the amount of luggage momentarily lost during the practice.

The Walt Disney World Resort, EPCOT Center, Orlando, E.U.A

Sep 2010/Sep 2011

Theme Park part of The Walt Disney Co., with an average daily score of 32,000 visitors to EPCOT solely.

Cultural Representative Attractions Trainer

Boat Ride attraction operations, Staff Member training and crowd control.

- Record High within the World Show Case during my contract with 90% score sourced by Guest Fanatic Cards.
- Direct Evaluation of Middle Management and Cast Members of Disney Culture and Operational and Safety procedures with a top score of 100% successfully trained CM during the 1st semester of 2011.

Education:

Universidad Nacional Autonoma de Mexico

Diploma in Racism and Xenophobia in Mexico

Diploma in Gender Studies

Aug 2020/ Present

Mar 2018/April 2018

Blue Mountains International Hotels Management School

Sep 2012/Sep 2014

Master's in international Hotels Management: Graduate Privileged Program Alumni & Mentorship Program Member.

Universidad Intercontinental

Aug 2006/May 2010

Bachelor in Hotels Management: first research of Gay Tourism in Mexico City.

Courses

- Mexican Sign Language course
- New South Wales Responsible Service Of Alcohol
- Australia Wide First Aid Certificate
- Management Training Workshop
- Service for Guest with Disabilities
- Safe D, Begins with Me, Safety Course

Extracurricular Associations:

- ACON Rover: Aids Australian Council of New South Wales (ACON), Australia
- Original member of the creative committee from the nonprofit organisation Manitas y Manos A.C. (Formerly “Hacer para Ser A. C”).