



Victoria Guillemette

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. LATIN AMERICA HR Business Partner

Summary

Professional with 12+ years of experience & a strong history of success obtained from a variety of HR/Recruiting roles in large & mid-size, multi-national companies: pre-IPO and start-up companies in the technology, software /hardware & Internet industries. Skilled in enhancing the liaison between headquarters and off-site operations.

- *Excellent communication skills to include proven listening, written and verbal skills.
 - *Strong Regional experience.
 - *Enthusiastic & self-motivated.
 - *Bilingual (English/Spanish).
 - *Ability to multi-task, prioritize and meet deadlines.
 - *Internal customer oriented.
 - *Integrity
 - *Ability to effectively coach and guide managers towards corporate goals.
 - *Excellent interpersonal and team-playing skills
 - *Demonstrated resourcefulness, initiative and commitment in dealing with daily responsibilities
- Providing Global Recruiting Services - Staffing solution (RPO) Resource Process Outsourcing Model.

Specialties:

Recruiting, Employee Relations, Internal Communications, Coaching, Intranet Development & Content, Project Management, Performance Management,

PROFESSIONAL EXPERIENCE

2008-Present

Latin America Search

Execution and management of executive level searches along with all other duties on-going basis. Strategic Sourcing and implementation of strategies for building networks, social networking and blogging- techniques.

Retainer recruiter for SAP, Cognizant, Nexenconsulting, Turner Corp, Acclaro Inc, Redback Networks and more..

Change Management and training responsibilities at SAP Outsourcing Recruiting Team.

2004 to 2008-Avature

HR Latam Business Partner & Latin America Search Manager (Handle Latin America Start Up)

- Business Partnering (local/global level)
- Operative & strategic HR Management
- Performance Management
- Succession Planning / Talent Management
- Recruitment on all levels (local & global)
- HR Processes / Tools
- Change Management
- Consulting / Coaching
- Transforming HR Strategy into operative actions but also aligning HR to Business Strategy
- Experience in working in an international but also local environment with strong local and global knowledge within the HR
- Strong analytical, organizational and interpersonal skills including leadership
- Initiative, innovative and cooperative acting HR Professional with strong communication and judgment skills. High capability to learn fast and to adapt to new situations. Interested in challenging tasks.
- Successfully led Teams (up to 35)
- Strong involvement in Staffing, Performance & Talent Management and in the HR Service Delivery Project of HR Operations.
- Responsible for design and execution of HR projects on a global level (processes, tools, cost, resources etc.).
- Responsible for training new employee and tracking performance.
- Management of complex projects
- Lead Policies and Process-Team on Corporate level, support set-up of project organization within Avature.
- Knowledge of compensation.

As a Latin America Search Manager I was responsible for:

- Being the contact person for all Latam business.
- Handle the Latin America Start Up
- Recruit and train local resources.
- Metrics reporting, identification of KPI.
- Assist in sales effort for South American clients.
- Develop processes and procedures. Review internal processes and initiate process improvements.
- Supervise production team and facilitate effective communication within the team.

- Oversee production of all Latam projects to ensure quality and customer satisfaction.
- Change Management responsibilities in Latam Area
- Monitor Latam projects and overall operations profitability.
- Responsible for US Offshoring accounts too (Deloitte, Northwestern Mutual, Packeteer, Siebel etc.

2002 to 2004

Teleperformance Argentina International Company dedicated to outsourcing , and Contact Centers (Motorola, Microsoft, Dell Computers, MCI).

Hr Business Partner/Recruiting Specialist.

Managing a team of 15 recruiting sourcers for growing global roles in Argentina. Reporting to Staffing Director / Co-Lead Recruiter tasked with developing and implementing the following programs to increase hiring metric results.

- Developed and Implemented sourcer metrics .
- Implemented sourcer training for all requirements and new sourcer programs for, brainstorming and leadership hiring.
- Acted as Engage Manager.
- Succession Planning / Talent Management
- Provided sourcing solutions to global hiring needs; resulting in an increased quality and volume of resumes resulting in an increase in offers consistently.
- Additionally managed sourcing needs for Strategic Partner Development
- Change Management
- Conduct training and employees informal meetings.
- Maintain employee records and data base.
- Responsible for coordination of public relations with Universities.
- Coordination of "Language English Program".
- Sourcing candidates (Adds Universities, On Line recruiting etc.).
- Schedule interviews
- Resume and applicant screening and tracking.
- Conducting needs assessment.
- Develop and implement a set of business metrics to measure the effectiveness of the recruiting process.

Goals:

- Recruiting more than 1000 employees for Customer Service, Tech Support and Sales Units in 18 months.
- Managing and coordinating recruitment processes in the same period.
- Supporting departments for their planning, enabling them to achieve efficient planning regarding human resources relevant factors.
- Creating and designing an "English Training Program" to help and support "future employees" looking for a job.

2000 to 2002/Cisco Systems Inc.

Corporate Contract Recruiter

On Assignment To Latin America Recruiter Miguel Terrizzano

To Robert Massoudi, Managing Director Internet Business Solution Group

Responsible for full life cycle recruiting for Finance, IT, Software, Architect, R & D, SW Development, Engineering, Security, and executive level positions.

Established and maintained solid working relationships with hiring managers. determining the needs of the hiring managers. developing and implementing numerous staffing strategies including immigration, candidate verification, benefits, interviews, travel, applicant tracking, salary administration and compensation. Attaining candidates' interviews. Elaborating and presenting candidates' reports including references checking. Assisting both parties in the final negotiation stage.

Following-up candidates' perform throughout the year following the hiring

Responsible for recruiting middle management (Argentina, , Brazil and Mexico).

1999

Telecom Personal (Buenos Aires Area) (2 months)

Responsible for recruiting and training sales people for the project

Recruiting 80 people in a 2 months period.

1996 to 1999

Expo Management/ H.S.M.

Recruiting and training for company events

1996 to 1998

May Day Services

- Responsible for events organization
- Responsible for coordination of public relations
- Recruiting and training
- Responsible for Sales and Administration Department
- In charge of 25 people

1989 to 1996

Link (Tourism Company)

General Manager

- Responsible for Business Plan and Sales Department
- Responsible for Administration Department
- Development of sales strategies
- Training personal in sales techniques.
- In charge of the agency budget, forecast etc.
- Coordination and monitoring of the staff
- Responsible of planning and procedures

EDUCATION

Bachelor in Public Relations - U.A.D.E.

Labour Counseling-

Escuela de Psicologia Social Pichon Riviere

LANGUAGE SKILLS

English: Fully bilingual.

SOFTWARE

Microsoft Office.
Microsoft Project (2004)
Microsoft Visio (2004)
SABRE - Dallas (A.A Learning Center)

COURSES

P.N.L 2002 to 2003
Balanced Scorecard 2004
AIRS training
DIVERSITY Recruitment
SABRE - Dallas (A.A Learning Center)
Photoshop CS3
Flash
Dreamweaver
Project Manajement Course
Web Designer (PHP Course)
Audit and monitoring Call center (2004)
Management for middle Management (2004)

REFERENCES

Upon request