

Training program for the public management of MSME programs with a gender focus

CELIEM
2023

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Introduction



CELIEM is an organization aimed at promoting innovation, entrepreneurship and Latin American economic development, which seeks to impact the positive growth of the region through research, analysis, policy formulation, training and business support.

Achieving gender equality and the empowerment of women is an integral part of each of the 2030 Sustainable Development Goals and especially the promotion of public policies that support productive activities, the creation of decent employment, entrepreneurship, creativity and innovation, and encourage the officialization and growth of micro, small and medium-sized businesses.

Entrepreneurship ecosystems are the drivers of development of a given region, where the public, private, academic, and banking sectors coexist within a territory to create an environment and conditions that facilitate the emergence of companies and business projects, especially those that support initiatives led by women.

In that sense and given the current circumstances, there is a demand for public officials who understand and comprehend the dynamism that exists in entrepreneurial ecosystems, and the need for training, training and transfer of specialized knowledge within companies that contributes to the generation of entrepreneurial capabilities and increases production processes through innovation.

In this context, the course in Public Management for the promotion of women's micro, small and medium-sized businesses is presented, aimed at public officials and decision makers in Latin America that allows providing institutions with highly trained people who develop skills and tools for the formulation of public policies, transfer of innovation and entrepreneurship towards women's ventures in Latin America.

Public Management Program for the promotion of micro, small and medium enterprises with a gender focus

The Latin American Center for Innovation and Entrepreneurship (CELIEM), presents the training program in Public Management for the promotion of micro, small and medium enterprises with a gender focus, an initiative aimed at strengthening the institutional capacities of public management of those who articulate processes to support the development and support of entrepreneurship ecosystems oriented to women. The training program is structured in 3 modules, in which through virtual sessions (synchronous and asynchronous), conceptual elements, tools and methodologies are addressed that contribute to acquiring or strengthening knowledge and skills of the participants to improve their personal and professional performance, in the management of processes that their institutions promote in the construction of public policies that improve entrepreneurship ecosystems.

General objective

Install and develop technical capabilities that allow public officials and decision makers in Latin America to formulate public policies, promote and develop a better ecosystem, which strengthens the promotion of

innovative, inclusive and sustainable ventures led by women, to impact development and economic growth of the region.



Specific objective

- Develop and promote in public officials competencies and skills that contribute to generating innovative approaches in ventures with a gender focus.
- Strengthen the management of public policies in the current context through knowledge of ecosystems.
- Know environments for innovation at the regional level and generate spaces conducive to organizational innovation, managing the portfolio of local and global networks that influence the exploration, development and sustainability of innovative ventures with a gender focus.

A) Entry profile

This training program is aimed at public officials and decision makers, who, through their work at the national, regional and local level, develop support processes to strengthen an environment favorable to the promotion of women's entrepreneurship, micro, small and medium-sized businesses in Latin America.

Interested persons must show:

- Interest in the development of creative and innovative solutions to address the current problems of the entrepreneurial ecosystem for women entrepreneurs.
- Ability to work in teams and interest in the political, social and economic reality faced by women's MSMEs in the region
- Availability of the time required to take the course (4 hrs per week)

B) Output profile

Once all the theoretical and practical training activities of the course have been completed, the interested person will have the knowledge, skills and abilities required to formulate public policies and understand the different influences, both financial and non-financial, that promote better conditions in business development processes. in a comprehensive manner with a view to development, growth and competitiveness, linked to innovation, social inclusion and the economic growth of women.

C) Modality y schedule

The training program will be made up of three modules and 11 thematic blocks, the first two modules will be made up of 4 thematic blocks and the third module will be made up of three thematic blocks, developed one per week, to complete a total of 66 effective hours of training, divided in 44 synchronous hours and 22 asynchronous hours, at a time to be defined. Each thematic block will be structured with 2 synchronous sessions per week of 2 hours each, developed through the Zoom platform and 2 hours with asynchronous assignments. The activities and materials of each module will be hosted on the AcademicID training platform, for which each participant will have previously assigned access.

Module	Hours
1	16 synchronous hours (2 synchronous sessions per week of 2 hours) and 4 asynchronous hours (2 hours per week)
2	16 synchronous hours (2 synchronous sessions per week of 2 hours) and 4 asynchronous hours (2 hours per week)
3	12 hours (2 synchronous sessions per week of 2 hours and 3 hours asynchronous (2 hours per week

D) Certificate:

At the end of the course, a certificate of achievement will be issued to people who have passed the modules and have participated in at least 80% of the sessions of each module, attendance that will be verified with participation in the zoom platform. participants.

E) Program Contents

Module No. 1: Business Ecosystems

Objective: Provide conceptual elements and tools to strengthen knowledge about the characteristics of business ecosystems and the development of skills for public management oriented to entrepreneurship and innovation.

Contents

Block Nº 1: Leadership and innovation in the public management of MSMEs

Entrepreneurship, personal development and women's leadership.

Entrepreneurial skills for the empowerment of women.

Leadership theories and models.

SMART Goals Model

Tools: Leadership Competencies / Crucial Conversations / Design Thinking

Block Nº 2: Policies, their structure and approaches for the development of MSMEs

Analysis and characterization of business ecosystems

Business promotion policies for women

Gaps in access to financing for women in Latin America.

Regulatory instruments for the business environment

Tools: environment analysis (PESL)

Block Nº 3: Formality and informality in MSME ecosystems

The formalization of women's employment in MSMEs

The formalization of MSME companies led by women

Fiscal and non-fiscal incentive schemes for formalization

Tools: Customer Experience Maps

Block Nº 4: Conceptual bases: policies and programs in public management with a gender focus.

Conceptual, regulatory and institutional framework of entrepreneurship.

Sex, gender and gender equality: Definitions

Latin American context for women's MSMEs

Composition of the business park

Characterization and understanding of the business park

Tools: environment analysis (PESL) / Customer Empathy Maps

Module No. 2: Promotion instruments for the development of women's MSMEs.

Objective: Identify and characterize policies, as well as tools to strengthen the development of financial and non-financial instruments that favor the development of the business ecosystem with a gender focus.

Contents

Block No. 1: Incentives for women's MSMEs.

Policies and Instruments of incentives and stimuli for business development.

Stages of business evolution and service models

Company life cycle from a gender perspective

Block No. 2: Support Models with a gender perspective.

Gender gaps in business service methodologies.

Intramural and extramural incubation model.

Business acceleration processes

Results-oriented care models: Business Development Centers. Tools: Business

Diagnostics with a gender perspective.

Block Nº 3: Financing instruments with a gender perspective.

Financing mechanisms according to stages of evolution

Early stage financing: seed capital, angel investors, venture capital

Regulation and risk assessment instruments

Instruments of Guarantees and Guarantees

Block Nº 4: Evaluation of projects with a gender perspective.

Objectives of project evaluation

Investment decision criteria

Financing decisions

Project preparation, implementation and control techniques

New business evaluation

Topics in decision making

Financial statements and their analysis. Budgets and budget control Accounting Applications in companies

Module No. 3: Market

Objective: To publicize the strategies for strengthening the market in which the MSME develops as well as the tools that promote internationalization.

Contents

Block Nº 1: Development and economic management of markets with a gender perspective

Policies and programs for Local Economic development
Regional Economic Development
Subnational competitiveness models

Block No. 2: Models for market strengthening

Productive chains
Value chains
Public Purchases
Associative models

Block No. 3: Facilitation of access to international markets

Cultural barriers for women's MSMEs
Negotiation skills for women's MSMEs.
Promotion of the inclusion of women's MSMEs in international markets.

F) Assessment

Each module will be evaluated on the contents developed

G) Schedule

The synchronous class days will be Wednesdays and Fridays starting at 8:00am (Costa Rica time), starting lessons on November 22, 2023.

MODULO	BLOQUE	FORMADOR	FECHA
Module No. 1: Business Ecosystems	Block Nº 1: Leadership and innovation in the public management of MSMEs	Isabel Zapata	Wednesday, November 22 and Friday, November 24, 2023
	Block Nº 2: Policies, their structure and approaches for the development of MSMEs	Luis Pernet	Wednesday, November 29 and Friday, December 1, 2023
	Block Nº 3: Formality and informality in MSME ecosystems	Luis Pernet	Wednesday, December 6 and Friday, December 8, 2023

	Block N° 4: Conceptual bases: policies and programs in public management with a gender focus.	Luis Pernet	Wednesday, December 13 and Friday, December 15, 2023
Module No. 2: Promotion instruments for the development of women's MSMEs.	Block No. 1: Incentives for women's MSMEs.	Lourdes Navarro	Wednesday, January 24 and Friday, January 26, 2024
	Block No. 2: Support Models with a gender perspective.	Lourdes Navarro	Wednesday, January 31 and Friday, February 2, 2024
	Block N° 3: Financing instruments with a gender perspective.	Lourdes Navarro	Wednesday, February 7 and Friday, February 9, 2024
	Block N° 4: Evaluation of projects with a gender perspective.	Lourdes Navarro	Wednesday, February 14 and Friday, February 16, 2024
Module No. 3: Market	Bloque N° 1: Desarrollo y gestión económica de los mercados con enfoque de género	Wilcady Duma	Wednesday, February 21 and Friday, February 23, 2024
	Bloque N° 2: Modelos para el fortalecimiento de mercado	Wilcady Duma	Wednesday, February 28 and Friday, March 1, 2024
	Bloque N° 3 Facilitación de acceso a mercados internacionales	Wilcady Duma	Wednesday, March 6 and Friday, March 8, 2024

H) Trainers

Attachment 1. Luis Gabriel Pernet

LUIS GABRIEL PERNETT H.

(507) 6252 6068 lgpernett@gmail.com

Talented international consultant with more than 20 years of experience in sales, marketing, leadership, entrepreneurship, and corporate social responsibility. Specialist in strategy and organizational development with major emphasis on values, entrepreneurial behavior, and good work practices towards the fundamentals of based result management. Bargaining power, teamwork oriented and cultural diversity. Certified International Coach. Languages: Spanish, English, Portuguese.

PROFESSIONAL EXPERIENCE

Universidad Tecnológica de Panamá – UTP, Panamá
(Considered under the QS Ranking of the best worldwide universities)

2019 – 2023

Project Coordinator – Faculty of Industrial Engineering - FII.

02/2021 – 02/2023

- Responsible for projects related to internationalization and Social Responsibility (social service and volunteering) in the Faculty through the presentation of proposals and their follow up.
- Coordination and follow up of collaborative alliances that the Faculty of Industrial Engineering makes with other educational, governmental and business institutions to strengthen the business – FII UTP link, both nationally and internationally and implementation of new projects in the Faculty.
- Presentation of reports of projects carried out and presentation of proposals for new projects aligned with the institutional strategic objectives (POA and PDI).

Deputy Director/ University Career.

02/2019 – 02/2021

- Designed the leaders development plan. Currently under execution. Planning and Administration for Performance Evaluation and Incentives and Training and Development
- Presentation of the Organizational Culture Workshop Seminar as a competitive advantage to different levels of the university.
- Designed and formulated the new Performance Evaluation format for administrative personnel and research collaborators of the Technological University of Panama.

CBRE (Richard Ellis) – Panamá

08/2004 – 02/2019

Organizational Leadership and Social Responsibility

- Designed and executed, together with the General Management, the company's Strategic Plan for the years 2013-2016, determining the need for a training plan and development in soft skills for employees according to the results of the organizational climate survey.
- Designed the Corporate Social Responsibility Plan.
- Developed a company training plan of more than 160 hours addressing issues of Leadership, Effective Communication, Building Trust, High Performance Teams, Innovation, and Accountability. Designed and implemented initiatives such as Management Capsules, Health Capsules as part of the development strategy.
- Led the certification and recognition process for the fourth consecutive year as an Excellent Place to Work in CA and Caribbean (Great Place To Work), going from No.17 to position No. 5, with a positive impact on: rotation of staff to less than 3%, greater symmetry in business unit results, improving NPS (Net Promoter Score) by 5%
- Represented the company in the week of Corporate social responsibility as guest speaker with the theme "Trends and Human Capital Management", sharing examples of Good Practices with particular emphasis on the management levels through the PDL Leaders positively impacting the reputation of the company as an excellent place to work.

Classification: Internal

1

Real Estate agent

(2004-2011)

- Sold more than \$ 4.5MM in Triple A corporate office sales and investment projects.
- Implemented organizational Coaching program for all levels accumulating more than 90 hours of coaching resulting in an average of 5% increase in sales.

Samsung Electronics Latam, Deputy General Manager/Collections-Accounts Receivable

04/2002 – 10/2003

- Evaluation of credit lines to clients established in these markets including on-site procedures. Collection management.
- Optimization of policies and procedures in coordination with the Sales and marketing areas.

Banco Latinoamericano de Exportaciones, S.A.(BLADEX), Corporate Executive

06/2000 – 07/2001

- Managed credit analysis, risk assessment, participation in syndicated loans and managed key accounts in target markets.
- Visits to Brazil. Marketing of products and services to potential and existing clients.
- Preparation, formulation, and presentation of credit facilities for top Latin American corporations, mainly the most important Brazilian companies.
- Evaluation of potential clients for credit lines (due diligence).

OTHER KEY EXPERIENCES

Teacher – Aden Business School

07/2017 -12/2019

Subjects: Development, Organizational, Corporate Communication, Competitive Strategy.

Careers: – ** Degrees in: Logistics and International Trade, ** Business Administration and ** Digital Marketing and Communication.

Teacher – Universidad Tecnológica de Panamá – UTP, Panamá

01/2022 - present

Subjects: Economics, Principles of economics, Training of entrepreneurs; Industrial economics.

Careers: – ** Degrees in: Industrial production management, Environmental management, marketing and international business and Industrial Engineering.

• Teacher during Academic break for FII – UTP teachers in 2022 and 2023

“Seminar Workshop Negotiation and handling of objections.”

• Jury during the JIC (FII Scientific Initiation Day – UTP.

• Undergraduate thesis jury, FII – UTP

Facilitator

- Great Place to Work Institute, GPTW

10/2014 – 12/2019

Development of High Performance Teams and Generation of High Confidence
with average satisfaction levels of 92.5%

Countries: Aruba, Dominican Republic, Costa Rica, El Salvador, Panamá.

- Empretec Programme UNCTAD, UN

02/2011 – Present

Development of Entrepreneurial Characteristics and Behaviors - CCE with levels of
satisfaction above 90% average.

Countries: Costa Rica, Panamá, Guyana



Speaker

- CX-Customer Experience Forum, Organizational culture, Dominican Republic.
- AMCHAM, Development of a Welfare Culture as a Competitive Advantage.
- SUMARSE, Corporate Social Responsibility. Trend and Human Capital Management,
- Univ. Latina, "Impacto de Empretec Entrepreneurship behavior"
- Corp. Medcom The importance of Personal image/professional development,

EDUCATION

Master in Business Administration, Emphasis in Finance. Universidad Latino Americana de Ciencia y Tecnología, (U.L.A.C.I.T.), 1999.

PosGraduate studies in Strategic Management. Universidad Latino Americana de Ciencia y Tecnología *Honor Cum Laude*, 1999.

Bachelor Degree. Economics Science. Universidad Federal de Río de Janeiro, UFRJ - BRASIL. 1993.

RELEVANT COURSES AND SEMINARS

- CX Mastermind – Customer Experience, ICSA, República Dominicana
- RR.HH Module, Comisión de Actualización Ejecutiva – APEDE
- Management Skills, ADEN Business School,
- Modelo CTT – *Cultural Transformation Tools*, Transformación Cultural basada en Valores, *Barrett Values Center*, España, certified consultant.
- Methodology GPTW
- Leadership. INCAE, Costa Rica
- Disney Model, Leadership and Innovation
- International Coaching Certification, ICC
- Certified consultant. Brain dominance and thinking styles (BTSA)

ASSOCIATIONS

Asociación de Coaching de Panamá; Asociación Latinoamericana para la Innovación en el Aprendizaje y desarrollo del Talento – ALIAT Panamá; Fundación Educando América, Latam; Asociación de Consultores *Barrett Values Center USA/Inglaterra*.

PUBLICATIONS

- Decálogo de un Presidente Publicado en diversos periódicos de la localidad. Mayo 2019.
- CBRE PANAMA, Una Empresa Socialmente Responsable, Revista *Who is Who*, Año3, #13, 9/2017

Name	Jean Isabel Zapata Cáceres
Languages	Spanish and English
Nationalities	Canadian and Venezuelan
Address	Roatan - Honduras
Experience in education certification programs	<ol style="list-style-type: none"> 1. Trainer for Consultegia – Dominican Republic – Since 2020 – to present (English & Spanish) 2. Online 5 modules training program "Leadership Essentials Skills: based on emotional intelligence for Kayak & Open Table as part of Excel Communications training team based in England (2022) – Delivered in English 3. Dale Carnegie Trainer in Venezuela "Coaching para el Lider y el Lider Coach de Dale Carnegie" (2012-17) 4. 20 years as a volunteer trainer and mentor to Venezuelan university students for an ngo in Venezuela (AVAA) 5. <i>Out of the Box leaders mindset program – Honduras - 2021-2023 (both languages)</i>

Academic

Degree or Certification	B.A. in Communications
Institution	University of Ottawa – Canadá Universidad Javeriana – Bogotá, Colombia
Date	May 25th, 1998

Degree or Certification	Integrated Marketing Communications Management
Institution	Universidad Metropolitana - Venezuela
Date	May 24th, 2006

Degree or Certification	MetaTrainer: Experiential Learning Trainer with emphasis in metaphors (online y on-site)
Institution	Universidad Dr. José Matías Delgado y MetaTraining International
Date	November, 2020 September, 2021

Degree or Certification	Dale Carnegie Internacional Trainer (2012-2017)
Institution	Dale Carnegie University - Dale Carnegie & Associates Inc. <ul style="list-style-type: none"> • Core Competency training • Dale Carnegie Course • Human Relations • Relationships for selling • High Impact Presentations

Degree or Certification	Mastermind Lanzamiento10X – CEO
Institution	Coach Gabriela Escalante – Nueva York, E.U.A.
Date	June, 2021 - 2022

Degree or Certification	Design Thinking Fundaments
Institution	Ideo's Online Learning Experience – Universidad IDEO
Date	June 7th, 2019

Degree or Certification	<i>Social Styles & Versatility Model</i>
Institution	Tracom Group Corporation – U.S.A. Part of Excel Communications International trainers team: https://www.excel-communications.com/about/excel-team
Date	2018

Degree or Certification	1. Virtual Corporate Trainer 2. Onsite Corporate Trainer
Institution	Ateneo Empresarial – Venezuela
Date	25th March, 2011 & 28th August, 2017

Degree or Certification	Marketing Personal: Personal Trademark
Institution	Universidad Católica Andrés Bello
Date	January, 2015



Degree or Certification	Ontological Coach
Institution	Universidad Católica Andres Bello - Venezuela
Date	26 April, 2012

Degree or Certification	Cambridge International Consulting
Institution	Caracas – Venezuela <ul style="list-style-type: none">• Public Speaking & Presentation Skills 2011• Harvard negotiation model Level 1• Harvard negotiation advanced model• Public Speaking & Presentation Skills 2007
Date	2007 & 2011

Degree or Certification	Helinger Science Human Relationships Systemic Model
Institution	Hellinger Mexico & Argentina
Date	2008 – 2010

Degree or Certification	Coaching for Mentors
Institution	IESA – Venezuela with AVAA
Date	March, 2009 2022 (update)

Degree or Certification	Diplomatic Public Affairs Training – Canadian Embassy
Institution	Canadian Public Affairs learning Centre - Canadá
Date	November, 2005

Degree or Certification	Public Interpreter English – Spanish – English Title
Institution	Universidad Metropolitana – Venezuela <ul style="list-style-type: none">- Titled by Ministerio de Interior y Justicia of Venezuela- General Translation- Legal Translation
Date	July, 2004 – Venezuelan Public Gazette 2004

Work Professional Experience

Organization	Out of the Box Communications Training - Honduras
Position	Director and Trainer
Date	2017 to present

Organization	Consultegia
Position	Trainer
Tasks	<ul style="list-style-type: none"> • Clients • Trainer for certificate program
Date	2020 – to present

Organization	Dale Carnegie Venezuela
Position	Trainer for Dale Carnegie Venezuela
Tasks	<ul style="list-style-type: none"> • Trainer for Dale Carnegie Clients. • Teacher for the certificate program <i>Coaching para el Líder y el Líder Coach de Dale Carnegie</i>
Date	2012 - March 2017

Organization	MMI Eventos, C.A.
Position	Director & Trainer
Tasks	<ul style="list-style-type: none"> • Event planning • Training & Development
Date	2008 - 2017

Organization	Canadian Embassy in Venezuela
Position	Public Affairs Officer / Academic Officer
Tasks	<ul style="list-style-type: none"> • Organización de conferencia de prensas • Redacción de notas de prensa para los medios de comunicación • Organización de eventos culturales para promocionar Canadá en Venezuela
Date	2000 – 31 December 2008



Trainer-Isabel Zapata

More than 15 years designing & delivering training workshops and programs in Venezuela, Honduras, Chile, Mexico, Colombia, Republic Dominican, Panama, U.S.A. and England.

Clients: Citibank Honduras, Coca Cola Femsa Venezuela, American Airlines, Universidad Andres Bello /Chile, Procter & Gamble, Nestle Venezuela, Canadian Embassy in Venezuela in Honduras, British Embassy in Republic Dominican (Consultegia), United States, Deloitte /Honduras, Henry Morgan Resorts, Paradise Beach Hotel, Booking.com (Chile y Brazil), Kayak & Open Table, Care International Honduras.

• **Certified Dale Carnegie Trainer** for Venezuela 2012-2017:

- 6 years as Trainer-Teacher for the Dale Carnegie Vzla **Coaching Certificate for leaders.**
- Dale Carnegie Courses: Human Relations, Stress Management, Multitasking, Leadership, Sales, Public Speaking & Coaching.
- **Coaching** - University Católica Andrés Bello, Venezuela.
- **Mentoring**, IESA - Venezuela.
- Mindfulness Trainer - Argentina.
- Hellinger Ciencia® Trainer Venezuela, México, Argentina & Ecuador.
- Online Corporate Trainer based on Adult Learning, Multiple Intelligence, and Neurolinguistic Programming Vzla. - By Ateneo Empresarial.
- Sales Challenger by Neurosales - Panamá.
- Harvard Negotiation Model - Cambridge International Consulting, Vzla.
- **20 years as a volunteer**- trainer for young Venezuelan university scholarships - in AVAA/ Venezuela.

B.A. in Communications -
Ottawa University - Canada

Specialization in Integrated Marketing Communications -
Universidad Metropolitana en Venezuela.

Trainer for Excel Communications based in England for Central & South America since 2017 - **Booking.com, Kayak & Open Table**

Social Styles and Versatility® Trainer - USA, Excel

Education Experience MetaTrainer -
Universidad Dr. José Matías Delgado y MetaTraining International.

- Design Thinking - IDEO University. - USA
- **Warden for the Canadian Embassy in Roatan - Honduras**
- **8 years as Public Affairs Officer** - Canadian Embassy in Venezuela.
- Diplomatic Relationship Training by the Canadian Government.
- Language: Spanish & English



@OUTTOTHETRAINING_HN



@ISABELZAPATACACERES



CLIENTS



CELIEM
CENTRO LATINOAMERICANO
DE INNOVACIÓN Y EMPRENDIMIENTO



Attachment 3. Wilcady Duma

+506 4001 5845

celiem@giccr.org

www.celiem.org

WILCADY DUME BAEZ

• Phone Number: 506-961-8278 • Email address: wilduba@hotmail.com

PROFESSIONAL PROFILE:

- Professional with an extensive experience in institutional reform and development processes, and process automation.
- Project management, strategic planning, operations management, and administrative management.
- Experience as a collaborator in extensive technical evaluation processes, selection, and acquisition processes of public and private contracting.
- Member of the teaching team of the General Management of Public Procurement, teaching for the Ibero-American University (UNIBE) and for the Autonomous University of Santo Domingo (UASD) in the "Certification Course Theory and Practice of Public Procurement".

EDUCATION:

- Human Service Practitioner Program, New Brunswick Community College (NBCC), Actual - Fall Term 2022
- Master's in Business Administration, (Magna Cum Laude), Universidad De Santiago De Chile-USACH, 2007
- Bachelor's Degree in Marketing, Instituto Tecnológico de Santo Domingo- INTEC, 2002

PROFESSIONAL EXPERIENCE:

Employment Counsellor - Canadian Council on Rehabilitation and Work / May 2023 to Present

- Interview clients to obtain employment history, educational background, and career goals.
- Perform general assessment interviews investigating individual employment strengths and barriers.
- Promote employment of job-ready clients to employers and provide support and information on adjustment to the workplace and on appropriate technical aids.
- Assist clients with career exploration decisions. This may include the administration and interpretation of tests designed to determine the interests, aptitudes and abilities of clients.

Director of User Services of the National Public Procurement and Contracting System (SNCCP) - General Directorate of Public Procurement (DGCP) / August 2020-November 2022

- Direct the provision of services to users of the National Public Procurement and Contracting System (SNCCP), through the service channels established as a single point of contact to receive and channel the requests and needs of SNCCP actors and the general public.
- Supervise the work of the four services departments to ensure the achievement of the objectives.
- Supervise the correct channeling and response to requests for information, services, or complaints from the different users of the SNCCP and the general public.
- Supervise the correct procedures of applications for incorporation and updating of our user in the State Suppliers Registry, according to the established methodology.

Chief of the Supplier Management Department / Financial Analyst of the Information and Statistics Department - General Directorate of Public Procurement (DGCP) / October 2012-July 2020

- Management of the operations of the Department.
- Supervise and review the preparation of Terms of Reference, Bidding Documents, and Requirements Documents for contracting consulting services, and goods.
- Responsible for the Audit of the Supplier profiles in the Integrated Financial Management System (SIGEF) of the State Suppliers Registry.
- Responsible for the Adaptation of the Suppliers Registry for the "Data Portals Migration (SIGEF-Transactional Portal)".

Financial Advisor - Health Center Policlinico Nacional (CPN) / April 2009- August 2012

- Supervise, manage, and update furniture and medical equipment inventory.
- Prepare and present reports on the implementation of the proposed projects.
- Supervise infrastructure investment projects and improvement of services.

General Manager - Estévez Hernandez & Asoc-Legal, financial and business consulting company / April 2009- August 2012

- Direct and coordinate the work of all personnel hired in Outsourcing and company personnel.
- Responsible for coordinating, controlling, and supervising all administrative operations
- Responsible for verifying the hiring elections for Outsourcing.

Economic-Financial Analyst - Superintendency of Stock Market / February 2008- December 2008

- Responsible for preparing tables, graphs, diagrams, and statistical summaries, and carrying out analysis and interpretation of data for the elaboration of statistical bulletins in the institution.
- Responsible for the statistical analysis that serves as the basis for preparing and updating the institution's strategic plan.

Retail Business (ABS) - Esso Standard Oil (ExxonMobil) / October 2001- February 2006

- Supervise the compliance of the service policy and Train sales staff.
- Responsible for coordinating and supervising the sales team, store stock, and warehouse.
- Responsible for the supervision of the merchandising of the store.

INTERESTS AND ACTIVITIES:

- Bilingual: fluent in English / Spanish.
- I love to cook and bake, and I know how to prepare homemade bread.
- I was a member for over nine years of a non-profit organization that works with kids and adolescents of low-income families. We have a schedule for visiting their houses and helping them to do better in school and organizing sports and recreational activities.

