

Elena Daher Moreno

Professional Academic in Organizational Psychology / Resource Specialist at Cisco Systems

Residential Status: Mexican Citizen

📍 18, Plan Sexenal, Tierra Nueva, Xochimilco, Mexico City, 16050

☎ +52 1 55 7378 6725

✉ elenadahmo@gmail.com

Transferable Experience & Skills

- Research oriented;
- Analytical thinking;
- Development and interpretation of statistical measures for behavioural analysis paired with qualitative approaches.
- Original;
- High English and Spanish academic based language skills;
- Ability to build and develop mutually beneficial and respectful long-term relationships with my peers, stakeholders and colleagues;

About me: Organizational Psychologist (Honours) engaged in exploratory research initiatives when it comes to offshoring processes, globalization and psychosocial impact on the workforce. Results obtained from my research have put my attention in other phenomena such as workplace harassment and leadership emergence. I am interested in HR strategies performed in global enterprises and currently involved in strategic staff allocation to international projects. I am someone able to measure and predict behaviour in your organization, based on statistics and solid scientific methods.

Academic Education

Bachelor of Psychology (Honors)

2013 - 2017

National Autonomous University of Mexico (UNAM), Psychology School, Mexico City, Mexico

- **UNAM High Academic Exigency Program Student** (Final GPA: 97.3%)
- **Scholarship Awarded by the High Academic Exigency Program** during undergraduate studies (monthly stipend)
- **Bachelor Final Thesis Research;** “Psychological Impact on workers of an airline’s shared services center in Mexico, due to offshoring processes”

International Student Mobility Program

2015 - 2016

Royal Melbourne Institute of Technology (RMIT), Business School, Melbourne, Australia

- **Scholarship Awarded by the Ministry of Public Education of Mexico** to Study at RMIT Business School, Melbourne, 2015 (Tuition fees exemption and semester stipend)

Employment History

Cisco Systems

Resource Specialist | October 2017 – to date

Key Responsibilities & Accomplishments

- Focused on coordinate, expedite and control human resource allocation to different projects, according to skillset required, availability and timelines.
- Run staffing calls with several managers and teams from the USA and Mexico to present and discuss open human resource requests and determine resource’s assignments.
- Verify project’s details and requirements working with several teams (mainly US, Latam and India)

Additional Achievements:

- Team member of the Quality Initiative:
 1. Development of monitoring sessions.
 2. Development of quality assurance assessment for project managers.
- Former member of the training coordination team
- Development of independent research.

Lufthansa Global Business Services (LGBS), Mexico City, Mexico
Junior HR Associate (USA) | November 2016 – May 2017

Key Responsibilities & Accomplishments

- Witness of international strategies for relocation of business processes;
- Recruitment of Administrative Clerk Interns, being the last decision maker (last screening);
- Managing the initial steps when it comes to harassment and bullying in the workplace environment gaining a first understanding of industrial relations processes;
- Completion of voluntary exit interviews with American citizens to gather information back to business stakeholders for areas of improvement, employee engagement and attrition staff;
- Leading the Flights Benefits hotline for certain USA employees offering support and guidance for them as required;
- Completion of payroll deductions (flight benefits, union membership, 401 K program, etc.);
- Data entry changes on EC Module (SAP platform for Human Resource Administration);
- Employee files management
- Successful delivery of the “Aconso Platform Project” in USA across 3 States on time, in budget taking our internal processes from paper based format to an online system;

Lufthansa Global Business Services (LGBS), Mexico City, Mexico
HR Intern / Graduate | February 2016 – October 2016

Key Responsibilities & Accomplishments

- Recruiting and retaining a high performing team for the Centre in Mexico business which continually aligns itself with the core values of Lufthansa Global Business Services;
- Advertisement of Marketing and Recruitment campaigns to identify passive and active candidates suitable in the market for this high profile project;
- Sourcing suitable candidates from a variety of sources and tools and processing external applications, searching key selection criteria points in Resumes for shortlisting purposes;
- Completion of pre-screening telephone interviews on selection of applications;
- Arranging suitable face-to-face interviews and group assessment centre based interviews with multiple business stakeholders and the HR team;
- Completion of face-to-face interviews serving as the first screening;
- Completion of Psychometric Testing for roles when necessary, allocating results and reporting back on any concerns or issues observed;
- Negotiating on offers of employments, reference checks, and managing start dates;
- Design, development and implementation of a training program for Team Managers regarding “Interviewing Methods and Skills”;

Publications

García, A., Velazco, E., Daher, N., & Uribe, J. (2018). Psychometric properties associated to the Occupational Burnout Scale (EDO) in a business offshoring context: an exploratory study. *Contaduría y Administración*, 1-24. (Status: Submitted)

Congresses

Iberoamerican Congress of Work Psychology and Human Resources, Guerrero, México **June 2018**
New Talent Speaker / Beyond training and recruitment. Developing research in globalized enterprises

Certifications

ITIL V3 Foundation **May 2018**
Status: Pass (85%)

Memberships & Awards

Iberoamerican Congress of Work Psychology and Human Resources, Guerrero, México **June 2018**
New Talent Award

Australian HR Institute Membership **May 2017**
Ex-Member / Member ID: 329806

Miguel Angel Herrera Andrade Science and Technique Youth Award **January 2011**
Writing: Louis Pasteur, stereochemistry pioneer.

English Language Skills Tests – 7.0 IELTS Academic Test (January 2017); 600 TOEFL ITP (June 2016).

Hobbies and Interests: In my free time, I usually ride bike, run, write tales and essays and sing. I am currently taking singing classes.