

CAROLINA CORTES SOTOMAYOR

Human Capital Consultant -MBA

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EXPERIENCE

The Red BaoBab

Project Manager

📅 01/2020 - Ongoing 📍 Austin, Texas

Management Consulting

- Key partner to the business: Understand strategic goals, customer needs, and business objectives.
- Liaison between the business and customer and cross-functional consultants involved in implementation.
- Plan, document and execute all phases of the project lifecycle, including scope management, requirements management, timeline management, and the assignment of roles and responsibilities.
- Relevant Projects: Engagement Survey Analysis - Multicultural approach, Language strategy (Bilingual), Translations for Internal Communications.

TSB Studios

Human Capital Consultant

📅 07/2017 - Ongoing 📍 Austin, Texas

Digital Content Production

- Develop a new business unit: TSB Human
- Develop and execute communication and video content strategies that drive attraction and retention of talent for our corporate clients. (US Army, PKC Group, SAHCC)
- Liaison with clients/ production team to execute HR video campaigns.
- Plan, document and execute all phases of the project lifecycle, including scope management, requirements management, timeline management, and the assignment of roles and responsibilities.

SONDA

Talent and Development Manager LATAM

📅 07/2015 - 02/2017 📍 Santiago, Chile

IT services company with 22,000+ employees

- Designed, developed, and managed Talent Management solutions (Performance management, succession planning, executive leadership development, organization development) for Argentina, Brazil, Chile, Colombia, Uruguay and México.
- Established success metrics for talent management projects and ensured performance is tracked and measured.
- Provided coaching and support to key leaders in the creation of individual development plans that meet succession, retention and career progression needs.
- Designed and implemented learning programs for managers and individual contributors to increase organizational effectiveness.
- Supervised, trained and mentored 7 HR managers to coach key leaders in 5 countries.

SUMMARY

Bilingual Human Capital Consultant with expertise leading organizational change processes for global companies. Knowledgeable in Latin American culture.

EDUCATION

Universitat de Barcelona

[MBA 2013-2014](#)

Pontificia Universidad Católica de Chile

[BA Organizational Psychology 2005-2010](#)

PROJECTS

Korn Ferry 360 Executive leadership Assessment

Implementation Performance Evaluation Management - SAP Success Factor for LATAM

Leadership and Soft Skills Training Program (In Person & Online)

Great Place to Work®

Mckinsey Logistic Department Restructuring

TRAINING / COURSES

[Sales Advantage](#)

Dale Carnegie Austin - 2017

[Business Storytelling](#)

Universidad Adolfo Ibañez - 2016

[English as a second language \(Advanced\)](#)

University of Texas Austin - 2015

EXPERIENCE

CENCOSUD

Organizational Development Manager (Promotion)

11/2012 - 10/2013 Santiago, Chile

Retail multi-format company with operations in Latin-America and 150,000+ employees

- Analyzed organizational structures and work processes to determine programs and training initiatives to increase organizational effectiveness.
- Established performance management process in the company.
- Provided talent management methodology, through training and insights during talent review sessions.
- Supervised a team of six organizational analysts.
- Worked with business partners and HR team to build high performing teams aligned to the corporate culture.

CENCOSUD

Organizational Development Coordinator (Promotion)

03/2012 - 10/2012 Santiago, Chile

- Analyzed organizational structures, and work processes to determine company-wide programs and/or training initiatives that needed to be implemented in order to increase organizational effectiveness.
- Administered the performance evaluation cycle for the company in order to assess over 30,000 employees.
- Directed a team of six organizational analysts.
- Provided talent management methodology, through training and insights during talent review sessions.
- Implemented Great Place to Work® survey with over 70% participation and increasing to 80% the followed year.

CENCOSUD

Corporate Development Analyst

01/2011 - 02/2012

Santiago, Chile

- Designed and managed annual corporate trainee program achieving 100% placement for each high potential trainee.
- Analyzed results and data of organizational climate surveys to generate input for the annual training plan and organizational intervention.

STRENGTHS



Goal-oriented

I make things happen.



Project management

Successful implementation of projects in more than 5 countries with cross functional teams.



Leadership

Led cross-country teams Argentina, Brazil, Chile, Colombia, Mexico and Uruguay simultaneously with a 100% retention rate of team members.



Multicultural awareness

Traveled in more than 30 countries in five continents with aspirations to grow that number further. Served as trainer for Non profit Organizations in Nepal and Panama. Lived in 3 countries Chile, Spain, and USA.



Confidential information management

Managed of internal talent pool for future promotions and sucessions.

VOLUNTEERING

VP of Membership

Prospanica

01/2019 - Ongoing Austin, TX

Consul

InterNations

11/2017 - Ongoing Austin, TX

Networking Chair

Association for Talent Development Austin

2017 Austin, TX

Effectiveness HR - Intern

The University of Texas Austin

2015 Austin, TX

LANGUAGES

English



Spanish

