FLORENCIA HOFMAN

GhidiniRodil
Humanos con recursos

With 5 years' experience in HR acting as a liaison between diverse staff needs and business objectives, I am pleased and proud of the challenging and satisfying journey I've been part of, empowering employees to reach their full potential and driving organizational success, always aiming to build a positive and respectful work culture.



PERSONAL INFORMATION

28 years old

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Argentina, Buenos Aires, CABA

LANGUAGES

Spanish: Native

English: Advanced– *Cambridge FCE*

COURSES & CERTIFICATIONS

Technical skills

UX / UI Design – *Coderhouse (In progress)*

Power BI: People Analytics– *Hache*

Power BI: Data storytelling– *Hache*

Microsoft Excel level 2– *EXO training center*

Agile methodology– *EY courses*

Hogan Assessment Certification

Soft skills

Project management

Personal productivity

Time management

Effective communication

Diversity & inclusion

EY badges

Artificial intelligence – *EY Technology*

Design thinking – *EY Innovation*

PROFESSIONAL EXPERIENCE

EY | TALENT DEVELOPMENT & LEARNING BUSINESS PARTNER

MAY 2023 – NOW

TALENT DEVELOPMENT

- Onboarding management: Sessions' organization - Host role - Introducing new hires to the company's culture, business units, facilities and processes
- Organize and deliver training programs for all employees and specific ones for business units (instructor-led training, e-learning, and blended learning)
- Annual training plan for all service lines and monthly training budget management
- Creation of different development programs for all employees
- Learning vendors management
- Learning reports creation for leadership and different service lines and service functions
- Administration of the performance evaluation platform - Success Factors (SAP)
- L&D trends regular research

LEARNING BUSINESS PARTNER

- Partnered with business leaders to develop and implement HR strategies that aligned with business goals
- Cross-functional teams collaboration
- Regular meetings with respective business units to assess training needs
- Create a learning strategy to solve complex teams' issues and improving work relationships, morale, productivity and retention
- Focus group implementation as strategy method to align employees's need and business objectives
- Promote and communicate company culture

EY | HUMAN RESOURCES ENABLEMENT

JUL 2019 – MAR 2023

MAIN RESPONSIBILITIES

- Monthly headcount and attrition reporting creation for global leadership
- Medical coverage: Analysis, audits, inconsistencies solving, financial contributions pool administration, monthly billing
- Daily communication and collaborative work with HR service providers: Health insurers, notaries, law firms
- Information provision, metrics, internal errors and inconsistencies solution
- Mediation for internal conflicts within the company: Employees, leaders, service lines
- Employees' registrations, terminations and modifications in local government entity, SAP, and health insurance companies
- Queries and issues solving through Help Desk Tool
- Employee documentation control and records management
- Maternity
- Labor accidents, illnesses, extended leaves, and job reservations
- Salary garnishments
- Inter- and intra-company transfers
- Employment verification letters

BUSINESS DIVISION (OMEGA PROJECT)

- Improvements implementation
- Cost, time and error reduction
- Knowledge transfer and shadowing along with local practice firm
- Creation and development of HR Enablement team (Local practice division)

PROGRAMS

Business

Vendor management systems
SAP - SuccessFactors
Canva
Figma
Kahoot
Mural
AI platforms (GPT, Bard & others)
Service Now
Help Desk
Concur
Oracle

Microsoft office

Excel
PowerPoint
SharePoint
PowerBi
Word
Teams
Outlook
Forms
Visio

Social media

PROJECTS & INITIATIVES

- People pulse survey analysis and strategies execusion as project manager
- Onboarding process end to end optimization
- HR Software SuccessFactors (SAP) global testing & migration
- Global content repository system testing & implementation
- Standardized HR processes, policies, templates & FAQs creation
- Organizing, documenting, scanning and storing information on employees
- Automation, control, and reminders tools and apps creation (e.g. SharePoint)
- ISO standards global audits
- Train and advise HR teams on internal processes and labor law
- Project management role for different HR projects using planning methodologies
- NGOs initiatives focused on Corporate Responsibility
- Diversity & inclusion initiatives
- Enhance HR team bonding

ACCOUNTING FIRM | HR ADMINISTRATION

FEB 2018 – OCT 2018

- Employee files administration
- Documents filling
- Customer support : Handling queries and claims
- Purchase and sale invoices management
- Telephone assistance

BEAUTY CENTER |SECRETARY AND SALES

JAN 2015 – MAY 2017

- Cash management
- Customer support
- Sales
- General secretary functions

EVENT HALL | EVENT PLANNER

SEP 2014 – FEB 2015

- Cash management
- Events organization

ACADEMIC EXPERIENCE

UNIVERSIDAD NACIONAL DE LA MATANZA

2015 – NOW

Bachelor's Degree in Labor Relations (6 subjects left for the degree)

INSTITUTO SACRATÍSIMO CORAZÓN DE JESÚS

2009 – 2013

High School Diploma with a focus on Economics and Organizational Management

OTHERS

- Availability: Inmediatly & full-time
- Leadership experience: Managing a small team
- Passionate writer
- Creativity and innovation
- Graphic design & content creation skills
- UX / UI skills
- Design Thinking methodologies