

Brenda M Hazan
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Summary

Generalist with a vast experience within multinational companies. Resourceful, enthusiastic with academic background in psycho pedagogy and post graduate studies in Training and Development and Marketing. Professionally committed and responsible. Adapt easily to new situations. Successfully handled a wide range of functions using a combination of creative, organizational and writing skills.

Strong competences in internal communications, organizing meetings and conventions and interpersonal relationships.

Professional Accomplishments

Human Resources, Satisfaction Employee Surveys

- ❖ Administered, analyzed and executed action plans for the Employee Satisfaction Survey increasing employee engagement rate by 92%
- ❖ Organized offsite meetings, events and entertainment activities oriented to team integration
- ❖ Consolidated information related to leadership for new managers
- ❖ Certified on Train-the-Trainers. Delivered trainings on quality, customer services, culture and values, compliance, Performance Management Process.
- ❖ Active member of the company diversity team
- ❖ Supervision of one direct report
- ❖ Member of the team that coordinate the house organ
- ❖ Delivered regional communications

Assistance to Country Managers, CEO's and Directors

- ❖ Handled a complex and tight agenda involving different time zones
- ❖ Arranged dynamic travel schedules
- ❖ Participation on senior management meetings, transcribing and recording meeting minutes
- ❖ Sorted, reviewed and distributed incoming and outgoing mail, prepared, composed and ensured timely responses to a variety of routine written inquiries
- ❖ Organized agendas and logistics for high level corporate visitors
- ❖ Serve as liaison to other departments and operating units in the resolution of day-to-day operational and client inconveniences
- ❖ Coordination of a pool of secretaries aimed to assist local directors
- ❖ Supervised corporate expense reports and office supplies stock.
- ❖ Handled confidential information with discretion and tact.
- ❖ Lead a task force team aimed at collecting clients' debts, receiving a trip as a reward for the amount collected.

Marketing and Communications

- ❖ Designed and followed up on internal communications
- ❖ Prepared and revised budget for three marketing areas.
- ❖ Consolidated advertising purchase orders
- ❖ Prepared presentations and delivered Brand Training
- ❖ Selected merchandising, negotiating with vendors and followed up on delivery
- ❖ Prepared monthly reports on card acquisition by product
- ❖ Presented marketing goals to travel agencies

Professional Experience

American Express Argentina	1989-2008
Senior Executive Assistant to the President (2002-2008)	
Marketing Assistant (1997-2001)	
Administrative Assistant (1995-1997)	
Analyst of the special handling unit (1994)	
Secretary (1991-1993)	
Temp secretary (1989-1991)	
Holiday Inn Hotel – Panamá	1978-1988
Banquets and Conventions Coordinator	
Eaton ICOSA	1977
Secretary to the Industrial Relations Directorship	
Braniff Internationa/Eastern	1973-1976
Flight Attendant/Acting Supervisor	

Education

- Postgraduate studies in Marketing – Universidad Catolica Argentina – 2006
- Postgraduate studies in Training and Development – Universidad de Belgrano – 2004
- Degree on Psycho Pedagogy – Universidad del Salvador - 1997

Other Trainings

- Presentation Skills - Amex
- Train the Trainers Certification - Amex
- Train-the-Trainers – Escuela Argentina de la Empresa
- Marketing Seminar – AMDIA
- Practicing Diversity and Inclusion - Amex
- Situational Leadership II - Amex
- Hiring Leaders Certification
- Time Management – IDEA
- Etiquette and Protocol – USAL
- Negotiation Seminar – HSM
- Corporate writing workshop - Silvina Scheiner – AmCham
- Internal Communications Workshop – Univ. Austral

Languages

Advanced English

Computer Skills

Office Package: Word, Excel and PowerPoint, Lotus Notes, Access, Internet

Personal Data

Panamanian, Argentina resident. Married, two children

Hobbies: Running and reading