

# Lorena Dibos

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## Human Resources Leader

Change Management ▪ Global People Operations ▪ Strategic Planning ▪ Organizational Culture

### Professional Summary:

- Purpose-driven leader with 20+ years' experience improving employee engagement and people operations; passionate and influential HR business partner who aligns human resources strategies with business goals through innovation, culture, diversity, equity, inclusion, and change.
- Solid history of success implementing people strategies and solutions that support business-specific objectives, enhance productivity, and promote healthy and conducive workplace cultures for team members from diverse backgrounds.
- Sound decision maker while under pressure, drawing on energy, strategic agility, and business acumen to achieve results; serve as trusted business partner and change agent, able to mitigate risk, maximize human capital opportunities, and provide psychologically safe working environments.

### Areas of Expertise:

- Organizational Development
  - Diversity, Equity, & Inclusion
  - Human Resources Strategies
  - Continuous Improvement
  - People Administration
  - Employee Engagement
  - Cultural Transformation
  - Leadership Succession
  - Workforce Planning
  - Training & Development
  - Strategic Recruiting
  - Agile Methodologies
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## Notable Achievements

- Earned commendation throughout career for human resources leadership talents; received three times the HR Influencer award by GoIntegro, x3 Inspirational Leadership Awards from Financial Oh!, x2 Peruvian Supermarkets Leadership Awards, and Bristol-Myers Squibb "On the Spot" Award. Teacher at de HR Master Degree in Centrum, one of the best education universities of Peru.
  - Built reputation as human resources thought leader and engaging presenter; served as speaker and panelist for the Great Place to Work Institute, Aequales, Pride Connection, APERHU, Pacifico Business School, Centrum, ABE/AmCham, UPC, etc., in topics regarding diversity and inclusion, culture and purpose, talent development and management, among others.
  - Consistently demonstrated commitment towards staying on cutting-edge of new HR developments and innovations; recently attended SXSW Innovation Congress, and several People Management Congress. Agile Coach, PO and Scrum Master with AIBES.
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## Professional Experience

**Chief Human Resource Officer (Management & Human Development Manager) ▪ February 2021 – November 2023**  
**Cencosud Retail — Lima, Peru**

Deliver transformative HR leadership and support for critical business drivers, including talent selection, training and development, climate and culture, and strategic planning. Leverage change management skills and HR background to influence internal communication, organizational structure, and employee wellbeing programs.

**Chief Human Resource Officer (Management & Human Development Manager) ▪ March 2017 – February 2021**  
**Financiera Oh! — Lima, Peru**

Transformed the business and impacted the market through the management of the Culture and Talent axis of an all-around digital transformation strategy. Digitalized and automatized all the processes of HR.

### Key Contributions:

- Spearheaded development and implementation of strategic initiatives that slashed turnover 50% in one year while also boosting sales team productivity by 25%.
- Championed diversity, equity, inclusion, and internal culture initiatives that led to earning 2nd place for GPTW D&I 2020 award, #5 ranking on "Best Companies to Work for Women in Peru," GPTW 2020, 4th place for GPTW 2020 "Best Place to Work in Peru" and #9 for "PAR Ranking: Companies with Greater Gender Equity in Peru," Aequales 2019.

**Supermercados Peruanos S.A. — Lima, Peru**

**Culture & Talent Management Manager ▪ October 2012 – March 2017**

Held bottom-line accountability for human resources functions at supermarket chain with 250+ stores and 16K+ team members. Guided strategic planning and implementation of organizational development. Ensured creation and establishment of employee relations policies and functions while overseeing all aspects of HR operations. Guided development of strategic culture plan while managing work environment and events for 50 to 14K staff.

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## **Key Contributions:**

- Instituted workplace culture that enabled company to rank #1 for GPTW - Peru in 2017 and 15<sup>th</sup> in Latin America in 2016; earned award for Best Sense of Team and Family GPTW in 2015.
  - Rated as best retail company to work at for two consecutive years.
- Received ABE Best Training Program Award in 2016 in recognition for The SPSA Academy and custom-made curriculum; also earned 2015 Palmas Intercorp Award for best training program and ISO 9001 certification in human management.
- Won Association of Good Employers (ABE) of AmCham 2015 award for Social Responsibility at Work in three categories: Best Performance Management Program, Best Inclusion Program for People with Special Skills, and Best Benefits Program.
- Earned 2015 Good Labor Practices Award from Ministry of Labor in two categories, including Best Benefits Program and Best Inclusion Program for People with Disabilities.

## **Deputy Manager of Management & Human Development ■ October 2011 – June 2012**

Credit Bank of Peru BCP — Lima, Peru

Played key role in supporting human management across various divisions, including Corporate Banking, Business Banking, Provinces Banking, International Business, Corporate Finance, and Institutional Banking. Owned direct responsibility for workforce selection process, training, talent retention, compensation, performance, change, communication, and administrative functions.

## **Human Resources Generalist - Peru | Training & Organizational Development Leader - S. America ■ March 2010 – September 2011**

Bristol-Myers Squibb — Lima, Peru

Optimized human resources operations and managed human capital by supervising recruitment, organizational culture, training programs, and performance management. Served as trusted advisor to leadership teams, delivering suggestions to maximize employee relations, internal communications, and team member development. Oversaw key areas, including payroll management, foreign and expatriate contracts, work environment, succession planning, and strategic planning.

## **Key Contributions:**

- Hand-selected to serve as Training & Organizational Development Leader for countries including Argentina, Bolivia, Chile, Colombia, Ecuador, Peru, and Venezuela.

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## **Additional Experience**

**HR Business Partner ■ June 2019 – January 2021 | AGORA - InDigital SA — Lima, Peru**

**Human Resources Coordinator ■ October 2009 – February 2010 | LG Electronics Peru SA — Lima, Peru**

**Senior Human Management Consultant ■ March 2008 – September 2009 | Pigmalion Consultores SA — Lima, Peru**

**Organizational Development Analyst ■ August 2006 – February 2008 | Grana Y Montero — Lima, Peru**

**Human Resources Assistant ■ April 2002 – July 2006 | Santa Natura — Lima, Peru**

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## **Education**

**Master of Science in Organizational Development, 2012 ■ University of Development of Chile – Santiago, Chile**

**Master of Science in People Management, 2012 ■ Pacific University – Lima, Peru**

**Bachelor of Science in Psychology, 2007 ■ Lima University – Lima, Peru**

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## **Qualifications**

**Scrum Master, Agile Coach and PO Certification, 2020 ■ Asociación Iberoamericana de Scrum AIBE.S**

**Agile HR Practitioner - Organize Agile, Year 2018 ■ SOOM, Personas & Organizaciones**

**Professional Expert in HR, 2018 ■ Peruvian Association of Human Resources (APERHU)**

**Coaching Techniques, 2016 ■ Albert Ellis Institute**

**International Specialization in Organizational Development & Change Management, 2015 ■ Penn State University**

**Life Coach, 2014 ■ Institute of Rational, Emotional & Behavioral Therapy**

**Test of English as a Foreign Language (TOEFL) - 165/170, 2014 ■ Language Center of the Pacific University**

**Technical Skills:** MS Office (Word, Excel, Power Point, Access, Outlook), SPSS, SAP, Oracle, Human Management Systems and Platform