

# CLAUDIA LUCIA LOPEZ PINEDA

Human Resources | Program-Policy and Research Professional

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## CAREER PROFILE

Passionate and innovative international professional with 10+ years of experience in initiating and advancing long-term projects across private, public, and NGO sectors, showcasing strength in driving initiatives forward. An analytical and results-driven individual with extensive experience impacting organizational performance through expert research and analysis, and soon to be including Human Resources. Possessing exceptional administrative, client service, and organizational skills, with strong time management skills and attention to detail.

### Key Skills and Attributes

Cross-Cultural Communicator | Human Resource Management | Critical Thinking | Policy Analysis and Research | Analysis and Reporting | Translating | Teamwork, Problem-solving, Adaptability, Organization, Time management | Relationship Management | International Experience | Project Coordination | Stakeholder Engagement | Advocacy

## EDUCATION

- Algonquin College of Applied Arts and Technology, Ottawa ON
  - Human Resources Management Program (Dean's Honour List) Aug 2024
- Radboud University Nijmegen, Nijmegen, Netherlands
  - M.A., International Development Jan 2016
- Institute of Social Studies, Erasmus University, The Hague, Netherlands
  - M.A., Development Studies with a major in Economics of Development Dec 2014
- Autonomous University of Sinaloa, Culiacan, Mexico
  - B.A., International Studies. July 2007

**Technical Skills:** MS Office Suite (Word, PowerPoint, Excel, Outlook, Access), Adobe PDF, Zoom and MS Teams

**Languages:** Spanish (Native), English (Fluent), French (Intermediate)

## PROFESSIONAL EXPERIENCE

- Shopify, **Support Advisor**, Ottawa ON Jan 2021 - July 2021
- Supported merchants via email and live chat with quick responses and solutions to their store issues.
  - Created digital marketing strategies to assist merchant stores in growing their businesses by analyzing merchant store data.
  - Provided essential follow-up documentation after each interaction with merchants along with internal teams to resolve customer complaints.
- Embassy of Mexico in Canada, **Policy Advisor, Economic Affairs & Multilateral Cooperation**, Ottawa ON Apr 2019 - Dec 2019
- Researched mining, energy, and artificial intelligence sectors and provided senior management with written and oral summary reports on Mexico's labour, social, and economic impacts.
  - Organised and prepared meeting agendas and materials for bilateral meetings and initiatives between Mexico and Canada.
  - Provided operational advice and assistance to more than 30 companies on exporting goods and investing in Mexico and Canada.

- Analyzed the labour, social, and economic conditions of hotel housekeepers in the Dominican Republic and Thailand through a literature review.
- Translated interviews with hotel housekeepers from Spanish to English.

Oxfam GB, **Policy & Support Officer**, Oxford, United Kingdom.

Jan 2016 - Aug 2016

- Served as a project manager to plan, manage, and coordinate pre-publication tasks and sign-off processes, editing, and communication strategy for Oxfam reports.
- Researched and wrote for Oxfam publications on sustainable value chains, labour rights, fair taxation systems, climate change, and modern slavery.
- Analysed risks and opportunities for fundraising proposals involving private corporations in support of the private sector team's participation in the Ethical Checking Committee.
- Served as Oxfam's external spokesperson, advocating and advising companies on global supply chain policies and practices that protect the environment and labour rights.
- Engaged in high-level negotiations with Latin American politicians on behalf of the Inequality campaign.
- Prepared graphics and PowerPoint presentations for public presentations and drafted briefing documents for lobby meetings.
- Closely liaised with the finance team when reviewing budget and program proposals.

Oxfam Novib, **Researcher & Support Officer**, The Hague, Netherlands

Jan 2015 - Jan 2016

- Researched and analysed businesses' impacts on human rights and poverty for Oxfam's Impact Measurement Initiatives.
- Assessed the policies of food and beverage companies regarding land, workers, climate change, and transparency.
- Contributed to Oxfam's campaigns and advocacy work regarding corporate tax avoidance and the food and beverage sector.
- Developed donor proposals, frameworks, and reports.
- Composed and edited various communication materials.
- Drafted Oxfam Academy blog posts on the role of the private sector in human rights and development.
- Managed the delivery of conferences, workshops, and training sessions in The Netherlands and Thailand.

Vidia Consulting Limited, **Business Advisor**, China & Mexico.

Oct 2010 - Aug 2013

- Operated a consulting firm providing a complete suite of import and export services to clients in China and Latin America.
- Coordinated logistics, established pricing strategies, and negotiated purchase terms with suppliers.
- Conducted market research and provided recommendations for businesses focused on Chinese trade.

The Mexican Chamber of Commerce in China, **Executive Coordinator**, Shanghai, China.

Oct 2008 - July 2009

- Developed and leveraged relationships with potential members, including high-level Mexican business figures in China.
- Participated in community-based organizations, public speaking events, associations, and graduate programs to recruit and register new members.
- Coordinated logistics and event planning with other Chambers of Commerce.