

## Juan Cruz Espinosa

Talent Recruiter at IOR Network for Talents

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### Summary

Professional with +8 years of working experience and oriented lately to IT Recruitment and Headhunting.

Extensive experience managing teams in different areas such as Operations, Recruitment, and Supply Chain

After a four years journey at Cognizant, a global IT services and consulting company, where I performed as Trainer, Project Team Lead and Talent Specialist, I started my own project as Talent Manager and Freelance Recruiter.

I'm working with different clients and partners, helping them in sourcing the most suitable candidates from junior to director level. I'm managing sources, screening, first interviews, and background checks. I also work as a talent advisor, optimizing professional CV's and counseling the talent to build tools and prepare interviews.

I can speak fluently in Spanish, English, and Portuguese and I love to work with people.

I enjoy helping both, companies and talent, to achieve their goals.

**Areas of recruitment:** IT, Digital Marketing, Business Development, Customer Service and Communication.

**Skills:** Head Hunting, Recruitment, Project management, MS Office, Digital Marketing, Agile Methodologies, Lean Six Sigma and Coaching & Feedback.

## Experience

**TALENT RECRUITER** mar 2023 - present

**IOR - Network for Talents**

Freelance talent recruiter and headhunter

IOR Consulting has now become an international growing independent consulting platform. We developed an exclusive private social community to make it easier for independent professionals and clients to meet and to do business together.

**Areas of expertise:** Talent Management, Recruitment, Team Leadership, Operational Excellence, Agile, Interviewer and Learning & Development.

**RECRUITER & HEADHUNTER- INDEPENDIENT PROFESSIONAL** sep 2022-present

Managing full-cycle recruitment and providing recruitment service to clients:

- **Cross Border Talents:** Sourcing multilingual non-technical candidates for companies in Portugal, Greece, Spain and Bulgaria
- **SE Recruitment:** source and interview IT profiles for UK consulting company
- **Female Factor:** sourcing female leaders and proposing to european partners

**TALENT MANAGER** sep 2022- present

**Rucula Digital Academy**

Managing job opportunities, proposals and career development for professionals and students from [Rúcula Academy](#).

Building strong partnerships European companies and bring candidates to them  
Delivering workshops, masterclasses and trainings to upskill the talent.

**TALENT SPECIALIST**

**Cognizant**

**INTERNAL RECRUITMENT SOUTH EUROPE & BENELUX** sep 2021-sep 2022

Managing the Deployable Pool (ADP). Analyzing current demand and matching opportunities with available IT talent in Cognizant.

Coordinate Internal job postings and facilitate interviews.

Creation of plans/programs to enhance internal fulfilment process and implement talent development strategies.

Benefits delivered::

- Increase in 30% internal fulfilment in South Europe comparing H1 in 2021
- Reduction of 50% in bench headcount for BeNeLux in Q1 2022

**PROJECT TEAM LEAD** may 2020-sep 2021

Managing a team of 20 moderators from Spanish market to build problem solving and achieve expected KPI's. Provide 1-2-1's, mentorship, guidance, and career development to the team. Creating weekly reports to client and delivery leads. Interview candidates during hiring process.

Benefits delivered: ...

- Seven (7) team members got promoted during my role as Team Lead
- 0% attrition during Q1 and Q2 2021

- On charge of Innovation & Continuous Development team (6 members)

#### **VIDEO CONTENT ANALYST** may 2020- sep 2021

Working for the Spanish Market for a content moderation project. Analyze and identify content that is not in compliance with requirements and flag for action in a timely manner.

Benefits delivered::

- 99.2% Quality and 109% Productivity score performing the role.
- Providing shadowing sessions to new joiners

#### **TRAINER SPECIALIST** may 2019- may 2020

Onboarded +200 associates from 13 different markets on the project. 1 month full-time Training. Supporting agents about the client and project requires, updates, calibrations etc.

Benefits delivered:

- Project headcount growth at 80% in 2019. 140 new associates finished training
- Enhance current process of onboarding and policy trainings
- Leading trainings on Soft Skills, Unconscious Bias, Facilitation of everyday Trainer
- (FACET TTT certified)

#### **CUSTOMER SUPPORT REPRESENTATIVE** jun 2018- aug 2019

CMP

Trouble Solving by phone and chatting with Airbnb guests and hosts. Spanish and English market.. Provide a quality service by solving the queries/problems of customers.

Benefits delivered:

- 83% Success rate on solved cases during first contact from customer
- Helping on English and Portugueses calls in case of high volumes

## **Educational Detail**

- **BACHELOR OF COMMUNICATION** 2011-2015  
Bachelor's Degree Social Communication- FASTA University
- **HIGH SCHOOL DIPLOMA** 2007- 2010  
Social Science and Humanities- Albert Einstein Institute

#### **Courses & Certifications**

- How to Manage & Influence your Virtual Team (UDEMY)
- Successful negotiations: how to negotiate to achieve what is desired' (UTN University)
- Agile Crash Course:Agile Project management (UDEMY)
- Leading Teams: Motivating and Optimizing performance (CTS Academy)
- Managing Conflict (CTS Academy)
- Polishing your Feedback Skills (CTS Academy)
- FACET (Facilitation and Coaching for Everyday Trainers) Certified
- SEO Positioning (Formación y Gestión, SSC)

## Languages

- **Spanish:** native
- **English:** C1 Fluent
- **Portuguese:** B2 Advaced
- **French:** A2 Basic

## Outside of work

- Football player
- Traveller
- Food lover