



SHE/HER/HERS



CONTACT ME

+506-7245-8194

diana.riverasa@gmail.com

Barva, Heredia CR

EDUCATION

Universidad Latina - Heredia

Journalism
2013 - 2016

INCAE BUSINESS SCHOOL

Strategy and Business Analytics
2022

Advanced Excel

VLA Academy
2021

SKILLS

- Video production - Adobe
- Graphic Design - Adobe
- Portuguese - 75%
- Advanced knowledge in SharePoint and Coupa
- Problem Solving - LEAN
- Project Management

DIANA RIVERA SANCHEZ

Culture and ESG Specialist

ABOUT ME

I am a communication and engagement expert with a robust background in journalism, project management, business analysis, and a deep commitment to ESG sustainability. My experience spans internal communications, strategic content creation, and change management, working closely with directors and leadership teams in the BPO sector. Since 2012, I have actively led volunteer initiatives, reflecting my dedication to social impact and community engagement. Leveraging my proficiency in English and strong visual design skills, I am well-prepared to drive impactful, sustainable communication strategies that foster a connected, inclusive, and motivated workplace.

WORK EXPERIENCE

Concentrix Costa Rica

2017 - 2024

ESG Specialist 04/2024 - Currently working

- Deployed DEIB strategy plan and governance for LATAM.
- Organized social and environmental volunteer activities with up to 100 participants per day.
- Included other NGO as allies for impact hiring and community service.

Business Analyst 2021 - 2024

- Executive support for Country Manager and Director's Board.
- Collaborating closely with cross-functional teams with strategies and project plans.
- Co-leading ESG country strategy.

Staff Resource Groups coordinator

- Worked with country and regional chairs on SRG plans and execution.
- Focused on a network of women, persons with disabilities, neurodiversities, ethnic network, and LGBTQ+ network.

Volunteer Ambassador

- Created plans for Social Volunteer Hours goals.
- Proactively promoted awareness contributing to increased visibility and participation.

Administrative Assistant 2018 - 2021

- Engagement logistics coordinator for massive and virtual activities.
- Country rewards and recognition plan and procurement.
- Executive and client visits logistics and support.

INTERNSHIPS

2011 - 2016

RADIO LA VIA - News board leader and Musikarte co-host. 2014 - 2016

CENTRO DE CINE - Social Media and events support. 2016

MUSEO DE ARTE - Biographies repository writer. 2015

TECHO - High School Volunteer Coordinator. 2011

REFERENCES

Erick Lira

Technology Director
Concentrix 2017/2023

Phone: +506-8840-8341

Email: ericklira@ericklira.com

Dave Clemens

Operations Director
Concentrix 2017/2018

Phone: +506-2549-0325

Email: da_clements@hotmail.com