

Current Security Clearance: Public Trust

JUAN-SEBASTIAN CHAQUEA

Jschaquea@gmail.com - ([REDACTED])

WORK EXPERIENCE

Federal Emergency Management Agency (FEMA)

Washington, DC (Remote)

Lead Employee Engagement Strategist

March 2021 – Present (Full Time)

- Manage the Employee Engagement program for over 22,000 FEMA employees. Develop strategies and action plans to ensure program success and increase productivity, satisfaction, retention, and innovation across the organization.
- Consult, coach, and facilitate focus groups, action planning, organizational development and change management initiatives across the organization.
- Analyze quantitative and qualitative data trends in employee satisfaction, engagement, and morale to determine the impact of organizational interventions and identify best practices.
- Develop Pulse Surveys to complement the results from the Federal Employee Viewpoint Survey (FEVS) Indexes and improve decision making for employee engagement and satisfaction initiatives.
- Prepare reports and submit findings to key stakeholders while updating organizational and project documents.
- Co-chair the Human Capital Employee Engagement Workgroup. Develop strategies to improve performance, DEIAB, and talent retention through employee engagement initiatives.
- Sitting member of FEMA's Inclusive Diversity Council (IDC). Assist with addressing matters of diversity, inclusion, equity, and accessibility throughout the agency.

Royal Caribbean Group

Miami, FL (Remote)

Employee Experience Project Manager

March 2019 – March 2021 (Full Time)

- Lead and managed complex employee experience and DEIAB projects including developing, managing, and balancing project plans and its components.
- Prepared reports and submitted findings to key stakeholders while updating organizational and project documents.
- Developed and lead after action reports and lessons learned sessions after project completion.
- Developed employee surveys and executed focus groups to identify root causes to support action planning execution.
- Developed employee experience action plans to support organizational resilience. Provided consultation, coaching, and facilitation in support of action planning and change management initiatives.
- Analyze quantitative and qualitative data trends in employee satisfaction, engagement, and morale to determine the impact of organizational interventions and identify best practices.
- Coached Managers and Senior leadership on best practices and task execution in support of the strategic action plan and organizational goals.

Federal Emergency Management Agency (FEMA)

Washington, DC

Project Manager (Detail)

February 2018 – March 2019 (Full Time)

- Headed the Transitional Sheltering Assistance (TSA) workgroup to stabilize the TSA program for 2018 and develop a new approach to Transitional Sheltering in 2019 to make the national program efficient, flexible, and scalable per 2018-2022 FEMA's Strategic Plan.
- Developed briefings, proposals, and presentations on improved activation and implementation criteria

Current Security Clearance: Public Trust

for the Transitional Sheltering Assistance program.

- Administered work assignments, projects, deadlines, and initiatives to meet program goals.
- Developed employee surveys in Microsoft SharePoint and analyze data to create and execute an action plan.
- Facilitated several lessons learned and after-action sessions from Hurricane Season 2017 to prioritize and implement program recommendations from Headquarters and Regional stakeholders.
- Developed relationship strategies with external partners and key leadership in various Federal agencies, State and local governments, Non-Governmental Organizations (NGOs), Voluntary Organizations Active in Disasters (VOADS) and private sector organizations.

Federal Emergency Management Agency (FEMA)

Hyattsville, MD

Program Analyst

May 2016 – March 2019 (Full Time)

- Evaluated organizational projects and programs and recommended changes to policy or process to improve customer service, efficiency, and quality with the implementation of Project Management frameworks.
- Coordinated and supported the implementation of disaster recovery services and programs.
- Served as liaison for coordination of internal and external stakeholders for improved engagement and requirement fulfillment.
- Developed project plans that included stakeholder analysis, stakeholder management plans, and communication plans.
- Professional Development Manager for the facility – Support the Office of Response and Recovery (ORR) in planning and executing training plans for NPSC staff in areas identified as critical for the successful execution of the mission.

Federal Emergency Management Agency (FEMA)

Hyattsville, Maryland

Emergency Management Specialist

Oct 2014 – May 2016 (Full Time)

- Determined eligibility of applicants for grant assistance after a disaster based on a complete analysis of supporting documents, inspection reports, and established guidelines.
- Conducted eligibility interviews with disaster victims who have been affected by a disaster following Individuals and Household Program (IHP) policy and guidelines.
- Processed cases, appeals, and recoups for disaster survivors while preventing duplication of benefits within IHP.
- Audited documents from government contractors for case processing accuracy.

International Organization For Haitian Development

Miami, Florida

Program Manager

Jan 2010 – Sept 2014 (Full Time)

- Managed a team of 6 full time employees and several contractors dealing with assistance programs for the victims of the 2010 earthquake. Programs included education assistance, safe drinking water, and emergency medical access.
- Served as liaison between management and external stakeholders that included local government, non-profit partners, Voluntary Organizations Active in Disasters (VOAD) members, private industry, and education providers.
- Set project milestones, develop communication plans, and worked with staff to implement changes efficiently.

ADDITIONAL DATA

EDUCATION

- **GEORGETOWN UNIVERSITY** (Washington, DC)
Master's Degree, December 2017
Project Management, MPM
- **UNIVERSITY OF TEXAS AT AUSTIN** (Austin, TX)
Professional Certificate, May 2015
Non-profit Management
- **FLORIDA INTERNATIONAL UNIVERSITY** (Miami, FL)
Graduate Certificate, August 2013
Conflict Resolutions and Consensus Building

Undergraduate Certificate, December 2010
National Security Studies
Undergraduate Certificate, December 2010
Latin American and Caribbean Development
Bachelor of Arts, April 2010
Major: Political Science - Minor: International Relations

CERTIFICATIONS

- Project Management Professional (PMP)
- Six Sigma

LANGUAGES

- English – Native Proficiency - Fluent read, speak, and write.
- Spanish – Native Proficiency - Fluent read, speak, and write.
- Portuguese – Professional Proficiency - Fluent read, speak, and write.

COMMUNITY

- Volunteer at Big Brother Big Sister of Miami
- Volunteer at International Rescue Committee (Refugee Resettlement)
- Volunteer for Autism Speaks
- Volunteer for Catholic Charities (Immigration and Resettlement)

SKILLS

- Agile Project Management
- Risk Management Analysis
- Conflict Resolution and Mediation
- MS Windows, Excel, SharePoint, OneNote, Project, Word, PowerPoint, Visio, Teams
- Adobe LiveCycle Designer ES4
- NEMIS, Web NEMIS, DMARTS

AWARDS AND RECOGNITION

- Georgetown University's Hoyas Professional 30 Award – September 2017
- Clayman C. Myers, Jr. Memorial Scholarship – August 2017
- FEMA's SCS Division Hurricane Matthew Recognition Award – March 2017
- Florida Bright Futures Medallion Scholarship – March 2005