

Current Security Clearance: Public Trust

**JUAN-SEBASTIAN CHAQUEA**

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**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

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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.

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## **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