

CURRICULUM VITAE

Name: Cláudia Vajão da Cruz Dias

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Profile Highlights

Extensive professional experience in educational fields both in project management and teaching/training. Sound knowledge of educational systems including evaluation and assessment of continuous performance.

Experienced in statistical data design, data analysis and data reporting/information. Consultant, trainer, and team coach in statistical systems including Excel and SPSS.

Education

PhD in Sociology - ISCTE-IUL – July 2022

Research areas: labour market flexibility, Flexibility Firms Profiles, Labour Market (De)Regulation

Dissertation: *Labour management in Portuguese firms: the incidence of flexible contracts*

Dissertation Advisors: Fatima Suleman, PhD (ISCTE-IUL); Helena Carvalho, PhD (ISCTE-IUL)

Master Degree in Political Human Resources Development - ISCTE-IUL - July 2016 (Final score: 16)

Research areas: labour market flexibility, Flexibility Among Firms, Labour Market (De)Regulation

Dissertation: *Labour management in Portuguese firms: the incidence of flexible contracts*

Thesis Advisors: Fatima Suleman, PhD (ISCTE-IUL); Catarina Marques, PhD (ISCTE-IUL)

Master Degree in Organizational Behaviour - ISPA – July 2005 (1st year score – 14)

Post-Graduation - Experto en Gestión de la Formación a Distancia - Universidade Complutense de Madrid - December 2003

Post-Graduation - Programa Avançado de Recursos Humanos (PARH) - Universidade Católica Portuguesa - 2001

Major Degree in Science of Education - Lisbon University – Faculdade de Psicologia e de Ciências da Educação - 1994 / 1999 (Final score 14)

Teaching Experience

ISCTE – IUL, since February 2016

Assistant Professor (invited) - Since February 2017

Department of Quantitative Methods for Economy and Management: Statistics I, II, Data Analysis

Department of Human Resources Management: Statistics, Data Analysis

Department of Psychology: Statistics and Data Analysis I, II

Master (MSc) in Human Resources Management and Organizational Consulting - Quantitative Data Analysis

Master (MSc) in Marketing - Quantitative Data Analysis

Master (MSc) in Management - INDEG-ISCTE – Quantitative Methods

Master (MSc) in Management - INDEG-ISCTE – Data Analysis

Research Experience

ISCTE – IUL/ Dinâmia CET, since February 2016

Research Assistant

Research main areas: Employment, Work Economics, Political Economy, Labour Market Flexibility.

Presentations

Dias, C.C. (2023) "More jobs and better jobs in Portugal? Segmentation and Polarization on labour market between 2010 and 2018". Presentation accepted to the XII Portuguese Sociology Congress (4th – 6th April 2023).

Dias, C.C. (2022) "The demand for job flexibility by firms: Evidence from Portugal after the adjustment programme". Presentation to the Annual do BUIRA Conference– British Universities Industrial Relations Association (28th – 20th June 2022), Birmingham, UK, moderated by Professor Greg Bamber, PhD, Monash University.

Dias, C.C. (2022) "Portuguese labour Market Re-regulation". Presentation to the 5th Political Economy Annual Meeting (28th – 29th January 2022), moderated by Luísa Veloso, PhD, ISCTE-IUL/CIES.

Dias, C.C. (2021) "The falacy of job creation in Portugal". Presentation to the VII Doutoral Seminar ESPP/ISCTE-IUL (17th – 21st May 2021), moderated by Renato Miguel do Carmo, PhD, ISCTE-IUL/CIES.

Dias, C.C. (2019) "Labour management in firms: the incidence of flexible contracts in Portugal and in the E.U.". Presentation of Dissertation Project to the 2nd Political Economy Annual Meeting (31st January – 1st February 2019), moderated by Ricardo Paes Mamede, PhD, ISCTE-IUL/Dinâmia'CET and Hermes Augusto Costa, PhD, FEUC/CES.

Other Relevant Professional Experience

ZURICH – Insurance Plc – Lisbon/Portugal

2002/2016

HR Project Manager Director - March/2014 to January/2016

- Management and Implementation of International Human Resources projects, integrated in international multidisciplinary teams: Performance Evaluation, Talent Management, Recruitment Management, E-Learning, Engagement, Compensation and Benefits, Management Functions, Skills Assessment, Career Management and Document Management.
- Execution and implementation of the Communication Plan of the Human Resources Department.
- Quality Audit to the scorecard and monthly report to the HR team and management, as well as optimization proposals.
- Definition and implementation of engagement action plans for all Company Directions.
- Follow-Up and validation of the implementation of strategic human resources plan.

HR Director - July/2008 to February/2014

Excellence at Work Place Award 2014 - 1st Place in Category Banking, Insurance and Financial Services (Prize Awarded by the Economic Daily / ISCTE / Heidrick & Struggles)

Member of the Management Team with responsibility in the following areas:

- Zurich Portugal Business Model restructure
- Zurich Group Companies Integration of companies
- Outsourcing of IT operations
- Union Relations Management and Negotiation
- Talent Management

- Compensation & Benefits
- Recruitment & Selection

Head of Learning and Development, Talent Management and Talent Acquisition - February/2002 a July/2008

Training and Development: definition of the annual plan, monitoring and evaluation of the training management cycle;

Talent Management: Annual succession plan, profiles evaluation, assessment centers and career management;

Management and Performance Evaluation: Management of the annual performance cycle, training and managers coaching;

Competencies Evaluation/Management: Definition of functions, competencies assessment and alignment of proficiency;

Recruitment and Selection: Definition of internal and external recruitment strategies, assessment centers, onboarding.

Portuguese representative in international HR project management structure:

- Global system for performance evaluation of employees of the Zurich Group;
- Talent Management: Participation in design teams of the global model and responsible for local implementation;
- Zurich Academy Europe: Participation in the global training model design teams, e-learning;
- Development of professional key skills: subscribers of skills assessment at European level and the skill development model;
- Global Associate Program: International Recruitment Project for High Potential Training.

FERNAVE - Formação Técnica, Psicologia Aplicada e Consultoria em Transportes e Portos,S.A. 1999/2002

Consultant & Pedagogical Coordinator

- Training Consultant for the Metropolitano de Lisboa, E.P. ;
- Coordinator and trainer in the areas of educational and behavioral training;
- Pedagogical Consultant in training projects (including the certification of management and quality of internal trainers);
- Internal audit quality training;

Relevant Certifications

BEC - Business English Certificate/Vantage (July 2015) - British Council

IELTS – International English Language Testing System - Overall Classification Of 7 (Scale 0-9) Equivalent To Certificate Of Advance English – CAE - British Council

CCP (ex-CAP) trainer certification

Certifications: Coaching / Korn & Ferry Assessment Centers / SHL Recruitment Instruments

Other Information

Rotary Member – Rotary Club Centennarium - Lisbon