

SANDRA GAMBA

Leadership Development & Organizational Culture · Group Dynamics & Team Development

Bilingual Facilitation EN/ES · Psychologist

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SELECTED IMPACT

- Led the redesign of hiring and training around the competencies that actually predicted performance, for a 150-person field operation across Argentina — new hires became productive in their first month instead of two or three.
- Developed team leaders who took over the training of their own people — at MSF, Face to Face LATAM, El Panal and IBM.
- Halved LATAM support tickets at IBM by raising the effectiveness of an 18-person regional team.
- Designed and ran a wellbeing and motivation program that contributed to a 50% improvement in results through the pandemic.

PROFESSIONAL SUMMARY

Learning process designer and group facilitator with thirteen years building how companies grow their people — the curricula, the competency systems and the feedback loops that make teams self-sufficient. Psychologist. Designs and facilitates in native Spanish for Latin American teams while partnering in English (C2) with headquarters — across Argentina, the US, Canada, Colombia, Mexico and Guyana.

PROFESSIONAL EXPERIENCE

IBM

L&D Subject Matter Expert (LATAM) · POD Lead · client: Kyndryl

Dec 2025 – Jun 2026

- As L&D SME for LATAM, designed and delivered 5+ e-learning modules and blended-learning paths for an 18-person regional team, plus live virtual training and a continuous support channel — cutting LATAM support tickets 50% as the team learned to resolve issues independently.
- As POD Lead, ran weekly coaching and strategy sessions that turned KPIs into real conversations, building the team's autonomy while consistently meeting SLAs.
- Served as focal point for Colombia and Argentina with full-country coverage, partnering with LATAM and US/Canada managers and stakeholders to define not just the role, but the person who would thrive in it.
- Built Microsoft Copilot agents that automated recurring team tasks, and trained the team on AI-assisted workflows.

Talent Acquisition Partner · client: Baker Hughes · promoted from Recruiting Specialist within one year

Jun 2021 – Dec 2025

- Built and ran a continuous learning program for the recruiting team — weekly training and practice sessions that lifted their output of qualified candidates 20%.
- Designed onboarding and training programs for new hires; delivered Phenom (CRM) and Workday (HRIS) training across the LATAM and US teams.
- Designed a structured training program and shadowing system that brought new recruiters to full productivity on a defined methodology.
- Led hiring strategy for the Pressure Pumping and Wireline divisions across the United States, Canada and Guyana, managing 40–60 open roles per quarter with hiring managers and HR business partners in North America and worldwide.

El Panal · fundraising agency for Amnesty International & TECHO

Head of Talent & Culture

Jun 2019 – Jun 2021

- Designed and delivered an Integral Wellbeing & Motivation Program during the pandemic — workshops on soft skills, frustration management, motivation and team awareness — that lifted business results 50% through one of the sector's hardest periods.
- Built the people side of the company from zero as part of a four-person founding team: cultural identity, HR OKRs, and the development and succession plan.
- Delivered external L&D consulting: two full recruitment, selection and training campaigns for TECHO's in-house team.

Face to Face LATAM · national fundraising operation for UNICEF & Aldeas Infantiles

Talent & Development Lead · HR Business Partner

Jan 2017 – Apr 2019

- Led the people cycle end to end for a 150+ person field operation - from posting the role to offboarding - with a team of four specialists, alongside the operations lead and the zone managers; owned the hiring and ramp-up numbers and the team results.
- Designed and delivered onboarding and technical curriculum for 150+ people nationwide, and trained the team leaders to teach and coach their own new hires.
- Led the build of the Best Competency Factory: hiring on experience alone was not holding turnover, so I designed the competency model that did predict performance, and with the team we applied it to selection and training and measured the result — new hires reached full productivity in their first month instead of two or three, and monthly turnover dropped sharply.
- Co-created a recognition program with the Culture and Campaign teams that lifted business results 25%.

- Led a 6-person team across recruitment, training and communications; trained HR staff and managers nationwide on assessment and selection methods.

Médicos Sin Fronteras (MSF) · international humanitarian medical organization May 2015 – Dec 2016

Fundraising Team Coordinator

- Was part of the selection team that ran the group assessments and chose candidates nationwide; out of that experience, contributed to building the evaluation tools and a compact, replicable technical training programme that rolled out nationwide.
- Turned six distributed field teams (42 people) into the country's highest-performing region, exceeding targets 20% on average — by developing team leaders to coach their own people and running monthly cross-team reviews that surfaced problems early.

Fundraising Team Leader May 2014 – May 2015

- Built a step-by-step training system with continuous feedback loops; led a team of 10 to the best annual performance of all MSF-Argentina teams, exceeding goals by 35%.

Fundraiser May 2013 – May 2014

SKILLS

Facilitation & Learning: Facilitation, experiential and group-dynamics methods (sociopsychodrama, guided visualization), life-design methodology, instructional design, curriculum development, blended learning, e-learning development, training needs analysis, LMS administration

Leadership & Organizational Development: Leadership coaching, high-performance team development, team diagnostics, organizational culture, change management, employee engagement, competency frameworks, performance management, succession planning, Building L&D from zero, internal communications

Analytics & Systems: People analytics, Power BI, advanced Excel and PowerPoint, HRIS, Workday, Phenom (CRM)

Methodologies: OKRs, KPIs, SLA management, systems thinking, Assessment Centers

AI & Emerging Tools: Built Microsoft Copilot agents to automate team tasks; fluent with AI assistants (Claude, ChatGPT, Copilot), applied to complex workflow and pipeline processes.

Languages: English (C2 Proficient – EF SET 78/100), Spanish (native)

EDUCATION

Universidad de Belgrano · Professional Certificate: People Analytics with Power BI, HRBP & Digital HR Transformation 2024

Escuela de Psicodrama Verneto · Specialization in Sociopsychodrama and Group Dynamics — 2 of 3 years completed 2022–2024

Universidad de Buenos Aires (UBA) · Specialization in Relational Systemic Therapy 2011–2013

Universidad Central de Venezuela (UCV) · Licenciatura in Psychology, mention in Psychological Counseling and Guidance (five-year degree) · Thesis: a group workshop program for coping with depression 2005–2010