

AGNES MAZILAI DA C. JAIME PSICO

CONTACTS

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PROFILE

Experienced and passionate about people development and relationship building across diverse cultures in international organizations. Proven track record in strategy development, HR, program and event management, and training, with ability to manage more than 5 teams simultaneously and coordinate several projects/activities. Strong leadership skills complemented by advanced conflict resolution abilities, empowerment, accountability and a proactive approach to responsibilities. Committed to continuous learning and adapting to meet organization needs. With proven experience of working in fast paced, complex and hardship contexts.

SKILLS

- Proven ability to work under pressure in different contexts
 - Excellent Coordinator of projects and people
 - Very good communicator and
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EXPERIENCE

PEACE CORPS – TRAINING MANAGER

From 04/2024 – Up to date

Responsible for the coordination, development, preparation, implementation, monitoring, evaluation, and reporting of an intensive and thorough training program.

- Oversee all aspects of the Training Unit and its at least 15 staff, including the planning and preparation of training activities and events.
- Establish and maintain a professional and creative environment to support the training goals of the Peace Corps/Mozambique.
- Ensure strong coordination of the Training Unit's activities with those of Programming, and other units at Post.
- Work collegially to resolve issues, and ensure effective planning, utilization of resources, safety and security, fairness to trainees, and appropriate transparency.
- Ensure that the strong interoffice coordination results in a training continuum that integrates and progressively builds upon learning objectives.
- Eliminating redundancy, providing for the greatest amount of hands-on experience, and maximizing available time and resources.
- Ensure that current and innovative processes, as well as agency best practices, are used to inform the development of training competencies, objectives, and sessions.
- Train, coach, and build the capacity of Programming, Training, and Evaluation (PTE) staff to be competent and effective presenters, trainers, and facilitators of adult learning methodologies.
- Serves as Peace Corps Washington's point of contact for all pre-departure materials and communication with invitees.
- Work directly with the DPT and the DMO in preparing and monitoring the training budget.

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public speaker

- Strong orientation for event management
- Adaptation, reliability and flexibility
- Technology management, social media, communication and content creation
- Team collaboration and support
- Stakeholder management
- Coaching and mentoring
- Proficient computer use with Microsoft Office
- Proficient knowledge of the eRecruitment platform
- Coaching
- Knowledge of the IMOCHA platform (tests platform)
- Ability to establish priorities
- Work knowledge of brand and market trends
- Budget management
- Project management
- Data analysis
- Performance evaluation
- Team leadership
- Conflict resolution
- Workforce planning
- Staff development plans
- Strategic thinker
- E-learning platforms
- Supply management

- Responsible for working with Program Managers to prepare the budget for each Training.
- Ensure compliance with administrative procedures when requesting services for Pre Service Training and IST events.
- Collaborate with the administrative team to ensure that training financial resources, facilities, vehicles, and equipment are properly maintained, and reports are submitted as required.
- Prepare the annual Training Status Report, and submit it in a timely manner.
- Ensure that Trainees files are maintained, and that the information is complete. Also, ensure that this information is then transferred to Volunteer Site Files upon swearing in.
- Ensure that a training materials library is developed and maintained.
- Create and manage an electronic bank of all training sessions conducted by PC/Mozambique, including the management and organization of training materials and resources in electronic shared files.
- Work closely with staff and language experts in the country and throughout the agency to ensure the maximum possible support and resources for PCT/V language learning, in both Portuguese and identified local languages, before and during their service.
- Generate qualitative and quantitative written reports and communications on the training program's status.
- Identify strengths, needs, and opportunities, and make recommendations to Post's senior staff.
- Provide coaching both to staff and Trainees whenever needed.
- Coordinate the program team and manage all training events.
- Represent the organization in meeting with Government, partners and counterparts.
- Ensure preparation of all trainers through Training of Trainers sessions (program, others internal units, other agencies, government, counterparts).

VOLUNTEER EXPERIENCE OR

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LEADERSHIP

- **Student Volunteer at AIESEC in Mozambique 2012 – 2014**
Sub-coordinator of activities and projects
- **Youth Leader - Community Oct 2017 – 2022**

The Direction was composed by five elements. My job was to guide and advise the youth of the church between the ages of 18 to 35, plus developing programs for their spiritual, personal, and professional development. Leading by example.

- **Youth Counselor Church community Dec 2022 – up to date**

Counselor youth between 18 to 35, giving coaching on spiritual, academic, professional and personal life, ensuring proper support and capacity building through emotional and mental challenges.

- **Social Media Manager 2024 - up to date**

Managing and guiding a team of 10 permanent members plus 15 or more non permanent through social media platforms management, content creation and engagement.

- **Youth Work and Engagement:**
- Colegio Kitabu Session (July 2025) – sexual life and the risks of premature sexual engagement

- Coordinate and manage the program and Training main internal and external events.
- Provide inputs on the budget allocation and maximization.
- Ensure staff capacity building and trainings.
- Coordination of the selection and preparation of the training and sessions location.
- Collaborate and contribute to the Global Training Managers biweekly call and HQ monthly calls.

Transition committee member:

Serving as a central liaison between staff and management throughout the closure process.

- Facilitated the timely and accurate dissemination of information from management to staff, ensuring clarity.
- Advocate for staff interests and concerns in discussions with management.
- Facilitate Open Dialogue and Feedback Sessions Between Staff and Management: Organize and moderate meetings and feedback sessions to create a platform for direct communication, allowing staff to voice their concerns.
- Work closely with management to explore and identify options and solutions that aim to mitigate the negative impacts of the closure on employees.
- Provide guidance and support to employees, navigating the uncertainties and challenges of the organizational closure, helping them understand the process and available resources.
- Coordinate internal communication channels to ensure staff remain informed on key developments, timelines, and available support resources throughout the closure process.
- Facilitating the development and communication of staff support programs designed to support departing employees, such as career counseling, resume workshops, and job search assistance.
- Actively work to ensure that the needs and perspectives of the staff are taken into account during the finalization and implementation of the organizational closure plans.

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- Colegio Kitabu Session (August 2025) – Emotional problems in adolescence and how to overcome them
- Youth Connect Session in Orange corners (August 2025) – The transformation of mind to achieve career objectives

PROJECTS/MILESTONE

- **US Embassy Speakers Program – Public Sessions delivery**
- **US Embassy carrier fair 2nd Management**
- **Robert Sargent Shriver Jr. Award (PC work excellency recognition)**
- **Training delivery to UN WFP Regional Bureau HR TEAM (due to the noticeable great impact EVP growth)**
- **UN WFP creation and facilitation of the 1st career day to all Staff.**
- **Global Staff Survey - WFP HR GSS Champion (voted by HR unit)**
- **Creation of the UN WFP Mozambique Onboarding (National and International Staff)**
- **Creation of 1st UN WFP**

PEACE CORPS – DIRECTOR OF PROGRAMMING AND TRAINING (ACTING)

From 03/2025 – 05/2025

Manage all programming, training operations, and staff in the absence of the Director of Programming and Training at the Peace Corps.

- Hosted the PTE weekly meetings and ensure a sound flow of communication within the team and with other units.
- Oversaw upcoming deadlines for the PTE team to ensure the timely completion of tasks.
- Prepared and shared the PTE summary on behalf of the PTE unit during the Leadership Meetings.
- Prepared a weekly report with information on team achievements and share it with the Country Director.
- Supported DPT in prioritizing urgent tasks and follow-ups by highlighting actions that require immediate attention.
- Ensured that ongoing projects meet deadlines.
- Approved staff requests, leave requests, and biweekly time sheets.
- Attended requests from HQ and the Region.
- Supported the PTE unit to start a Learning Community.

UNITED NATIONS WORLD FOOD PROGRAMME (UKRAINE) – HR ASSOCIATE TALENT ACQUISITION (TDY)

From 11/222 – 02/2023

Responsible for performing a range of HR tasks to support the accurate implementation of WFP policies and procedures, and to facilitate the effective functioning of client-focused and strategy-oriented HR services in Ukraine.

- Assisted with general HR queries to ensure consistent and high-quality HR services are delivered to stakeholders.
- Proposed and implemented, improvements to Talent

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Internship Programme

- **UN WFP Nobel Prize Pins & Certificates distribution – Coordinator**
- **UN WFP E.D visit – Staff T-shirts distribution (coordinator)**
- **Women’s Development Programme (RBJ) Ignite – selected member**
- **Change Management at BancABC
Change Champion**
- **Women in Leadership Program (WIL) at BancABC
Event Developer and Coordinator**
- **WELLNESS Program at BancABC
Project Developer**

This project was the first big corporate project I developed in my career. I had the opportunity to create, idealize, develop, motivate and see the positive impact on the organization environment and employees.

OTHER COURSE OR CERTIFICATIONS

- **PC records management**
- **PC cyber security 2025**

Acquisition process.

- Acted as a Talent Acquisition adviser for assigned hiring managers and staffing coordinators to guide them on best recruitment practices.
- Proactively sourced, attracted, and engaged qualified talent, maintaining inclusive approaches throughout the selection process.
- Contributed to the recruitment and training of Ukraine National HR staff, building their capability in Talent Acquisition, Systems, and Data, equipping them with the skills and knowledge required meeting current and future challenges related to Talent Acquisition (employer branding, sourcing, outreach, and recruitment).
- Identified and handled direct talent searches.
- Handled full-cycle recruitment, ensuring adherence to standard policies and processes.
- Ensured that Talent Acquisition data related to their own recruitment was constantly kept updated, both in e-recruitment and in the Ukraine CO local recruitment tracker.
- Contributed to improvements in talent attraction and recruitment approaches, especially to attract qualified female candidates for local positions.
- Established a strong working relationship and constant communication with hiring managers to ensure internal stakeholders' satisfaction regarding time-to-fill and quality of hires.
- Contributed to up skilling Hiring Managers' capabilities in Talent Acquisition (e.g., interviewing skills, unconscious biases).
- Contributed to the implementation of a live event for external, local applicants.
- Contributed to delivering internal applicants training to provide transparency on WFP selection processes and equip them with the skills to better prepare themselves for competitive selection.
- Documents implementation, and development (SOP, training, SLA, NFR).

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- **PC privacy awareness**
- **PC confidentiality of volunteer information**
- **PC Domestic Violence, Sexual Assault & Stalking**
- **PC foundations of supervision**
- **PC ISO 9001**
- **PC sexual assault prevention and response**
- **PC Workplace Safety**
- **PC role-based privacy**
- **WFP Mandatory Trainings (all certificates)**
- **E-Recruitment Training**
- **IMOCHA Training**
- **Excel - Ongoing**
- **Wings - Ongoing**
- **Anti-Money Laundering (AML) – BancABC**
- **Foreign Account Tax Compliance (FATCA) – BancABC**
- **Sales with NLP (Neuro-linguistic programming)**

LANGUAGES

- **Portuguese – Mother tongue**
- **English – Fluent (FAO Language certificate)**

EDUCATION

**INSTITUTE ESTRELA DA ALVA –
2023 – Up to date**

UNITED NATIONS WORLD FOOD PROGRAMME – HRA (TALENT ACQUISITION)

From 04//21 – 04/2024

Responsible for performing a range of HR tasks to support the accurate implementation of policies and procedures, and to facilitate the effective functioning of client-focused and strategy-oriented HR services.

- Assisted on general HR queries to ensure consistent and high-quality HR services are delivered to clients.
- Provided guidance and on-the-job training to other staff to support their development and increase knowledge of HR systems and procedures required to perform their duties.
- Liaised with other internal units and offices locally and internationally on HR-related matters, such as payroll, contracts, providing necessary information to enable timely HR services.
- Extracted and compiled HR data on staff recruitment and selection, contractual conditions, entitlements, performance, and training requirements to support analysis and reporting needs.
- Used HR management systems for entering and updating a variety of HR data, including assistance in monitoring various deadlines (e.g.) Contract expiration, PACE, medical, ensuring compliance with the established deadlines and accuracy of HR data.
- Supported staff deployment and related administrative actions, including the preparation of basic reports, facilitate efficient HR service, enabling WFP to respond quickly to a crisis.
- Brainstormed, proposed, and was part of innovative solutions, blended, and modular solutions.
- Supported the facilitation of HR L&D programs based on organization learning and development plans and policies.
- Supported the management, monitoring, and report on mandatory course completion compliance.
- Brainstormed on learning and development best practices and internal initiatives globally, as well as updates on the

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Theology - Bachelor's Degree (3rd year)

UNIVERSITY OF ST THOMAS - 2019

Psychology - Bachelor's Degree (1 year)

ISCTEM UNIVERSITY - 2017

Accounting and Audit – University Degree

implementation of learning and development initiatives, including career development for staff.

- Supported the communication of learning and development opportunities for all staff using traditional and innovative outreach communication platforms, including the intranet, internet, external and internal working groups, and newsletters.
- Supported on different types of projects, such as culture, ED visit, Covid working from home planning and execution and others.

Talent Acquisition:

- Managed more than 12 recruitment simultaneously for positions across the Country Office, establishing close coordination with hiring managers managers.
- Ensured that vacant national positions were filled properly and timely, as per WFP HR rules and regulations, and that related actions were taken.
- Active involvement and contribution in the identification and implementation of local, regional, corporate initiatives to strengthen the sourcing of talent.
- Worked with different stakeholders to continue expanding WFP's vacancies and find better recruitment solutions.
- Improved the organization EVP by 50% through creation of interactive advertisements, success stories, career fairs and social media platforms.
- Coordination and management of more than 5 tests and 10 interviews weekly.
- Acted as Talent Acquisition Deputy several times in the absence of the International staff (Head of Talent).

Contract Management:

- Management of staff contracts and monitor the appropriate use of various types of employee contracts.
- Coordinated and process ERP system actions (E-recruitment, WINGS, ATLAS) related to appointments, reappointments, and extensions.
- Coordinate and supported actions related to probation and contract extension for concerned full-time staff.

Gender:

- Ensured that gender perspectives were incorporated in all

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areas of work to achieve gender parity % and ensure equal participation of women and men.

- Supported with new recruitment/ sourcing strategies/ initiatives that are focused on targeting qualified female candidates and increasing gender balance.

Onboarding project (National and International Staff):

- Brainstormed for the new onboarding project.
- Coordinated the creation of a proper onboarding strategy and program.
- Executed of the onboarding plan involving all key units and focal points and trained other staff.

Internship Program (Project):

- Coordinated the brainstormed for the internship program within the Mozambique context.
- Prepared and delivered letters to universities for partnership purposes.
- Created and advertised flyer on social media.
- Contacted the students and provided process guidance.
- Supported test administrations.
- Coordinated the brainstorm for learning fairly in universities within the Covid-19 context.
- Facilitated interns' onboarding and guidance.

Country Strategic Plan (Positions nationalization Project):

Ensured all positions were duly approved, and compliant.

- Launched all VAs assigned within the expected timelines, applying suitable strategies to get the right candidates (adverts, WhatsApp, Twitter, and others).
- Used smart screening questions to get fit candidates.
- Ensured compliance in the process.
- Ensured smooth and fast contracting.
- Provided internal staff coaching and clarification.

PMRC (Performance Management Review Committee):

- Ensured transparency and consistency in the performance appraisals of national staff in the Country Office or Regional Bureau.
- Supported the reading of MRC guidelines, and the explanation of the process.
- Ensured the signature of the confidentiality and conflict of interest form.

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- Coordinated the review of PACE quality assessments, ensuring that ratings were used consistently across the office, and promoting a shared understanding of standards of performance.
- Ensured all recommendations, panel comments, and endorsements were properly recorded.
- Confidentiality maintenance of information known by reason of my involvement in the MRC.

BANCABC PART OF ATLAS MARA – PROJECT MANAGER

From 11/20 – Up to 04/2021

Responsible for planning, overseeing, and leading projects from brainstorm through to completion, interacting with a range of internal and external stakeholders, and most often managing several moving project parts simultaneously.

- Lead project planning sessions and brainstorming.
- Coordinated staff and internal resources.
- Managed project progress and adapted work as required.
- Ensured projects met deadlines.
- Managed interactions with more than 10 internal and external stakeholders.
- Designed and signed off on contracts.
- Oversaw all incoming and outgoing project documentation.
- Participated in tender processes, i.e., design, submission, and review.
- Designed, reviewed risk mitigation plans.
- Conducted project reviews and creating detailed reports for the executive staff.
- Optimized and improved processes, and overall approaches, were necessary.
- Secured growth opportunities initiating new projects.
- Ensured compliance within central bank regulations.

BANCABC PART OF ATLAS MARA – BUSINESS TRANSFORMATION ANALYST AND COORDINATOR (CHIEF OF STAFF)

From 04/19 – Up to 11/2020

Developed and analyzed business transformation strategies and coordinated 6 units with more than 25 staff.

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PMO:

- Coordinated and participated in some project initiatives, procurement and contract management, UAT, and live environment testing, supporting in development and training.

Partnerships:

- Participated in partnership projects with different companies, especially in financial inclusion and literacy with NGOs (e.g., Savings Groups - Having stakeholders from abroad to deliver the app, giving training, and after that, traveling to the provinces of Mozambique to deliver theoretical and practical training to NGO technicians and also to the local community to promote financial inclusion and literacy) and others.

Agency Banking Digital:

- Developed strategies to grow sales, such as country campaigns and motivation for sales agents, coordinating training activities, video and communications creation for agents and clients.
- Hired and monitored staff;
- Led service expansion, and service quality, developed a support unit that improved agents' quality and support, also helped to find the root cause of clients' and agents' complaints and created solutions for the same.
- Supervised a minimum of 76 staff DSAs and ensured their Performance Management.
- Ensured material purchasing, monitoring and replacement.

Products:

- Supported the manager coordinating, and following up on the activities and deadlines.

Reengineering:

- Supported projects prioritization.
- Engaged with other units to create, improve and understand process workflows, linking with the area manager to find the best solutions to improve processes.

Digital channels:

- Supported the improvement of sales through omni-channel campaigns, leasing with call center and marketing departments, and other stakeholders to find quick and

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- smart solutions for client engagement.
- Ensured follow-up of activities deadlines, and supported activity monitoring and improvement, such as ATM downtime response.
- Ensured the documentation of the Department meetings minutes.
- Ensured that the Business Transformation MANCO forum approval resolutions were properly documented.
- Drove other general bank initiatives to improve service quality, clients' improvements in branches, design, and video creation for media of products with internal staff and resources, ensuring costs reduction.
- Managed requests from top management whenever a service confirmation or testing processes were needed, and client experience improvements work with internal departments and partners to help achieve the objectives, developing different types of projects.
- Traveled to the country's provinces whenever necessary to execute projects, campaigns, product and service expansions, and to provide training.
- Coordinated organization workshops with partners, representing the brand, and exposing the products and services.
- Prepared initiatives for the department team building (events, games, travels, birthdays, monthly contributions).

BANCABC PART OF ATLAS MARA – HR, L&D DIVISION

From 09/17 – Up to 03/19

Provided assistance on a wide range of complex HR queries and follow-up actions to ensure consistent and high-quality HR services.

- Identified organization and staff needs and recommended changes to support improvements in HR services.
- Supported the research, learning, and development practices to meet organizational, departmental, and individual development needs.
- Developed a yearly Training calendar and contracted Trainers and companies to deliver trainings.
- Coordinated the booking of venues, travel, accommodation,

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- and facilities for L&D events.
- Communicated training requirements with trainers, facilities, learners, and external suppliers, with agreed timelines.
- Provided a reliable point of contact for all learning and development matters.
- Ensured staff attend internal and external learning events to meet legal requirements, and a wider L&D strategy.
- Prepared and selected learning and development materials and programs required by the learner or trainer.
- Produced and maintained accurate records of learning and development activity in compliance with procedures.
- Monitored and collated L&D evaluation forms.
- Supported the L&D Manager and Head of HC in implementing L&D objectives.
- Provided support to staff and managers in the planning and delivery of L&D events and strategy.
- Delivered onboarding for new staff, ensuring that relevant processes were followed.
- Assessed individual and organizational development needs.
- Supported the implementation of various learning methods (coaching, online training).
- Supported the delivery of e-learning courses, workshops, and other training.
- Supported the design of e-learning courses, career plans, workshops, and events.
- Maintained budgets and develop relationships with suppliers and consultants.
- Supported employees' skills and knowledge development.
- Developed of HR Projects such as (WELLNESS, WILL, Learning Fair).
- Participated in recruitment efforts.
- Scheduled job interviews and assisted in the interview process.
- Ensured that background and reference checks were completed.

TROPIGALIA, SA – BRAND MANAGER

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From 02/17 – Up to 08/17

- Analyze how the brand was positioned in the market.
- Ensured brand ownership, and providing the vision, mission, goals, and strategies to match up.
- Translated brand strategies into brand plans, brand positioning, and go-to-market strategies.
- Led creative development motivating engagement to the targeted population.
- Supported establishment of performance specifications, cost and price parameters, market applications, and sales estimates.
- Coached the sales and promotion team.
- Monitored market trends, research consumer markets, and competitors' activities to identify opportunities and key issues.
- Monitored product distribution and consumer reactions.
- Brainstorm new, innovative growth strategies.
- Weekly report.
- Quarterly brand performance presentation.

DSV Air & Sea – ADMINISTRATIVE AND HR ASSISTANT

From 10/16 – Up to 01/17

- Worked with high-level executives to provide top-level assistance.
- Scheduled appointments and supported other staff.
- Managed databases, produced presentations, monthly reports, and documents.
- Coordinated all events, from office parties to meetings, travels, and conference arrangements for company executives.
- Supported recruitment processes.
- Collected required employment information, background checks, and reference checks.
- Provided customer service.
- Answered telephone calls, mail, and schedule appointments.
- Routed and distribute incoming mail and email.

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- Answered routine letters and emails.

KPMG, SA – ADVISORY AND AUDIT TRAINEE

From 03/16 – Up to 09/16

- Assisted in the development plans for clients.
- Participated in research, surveys, and interviews to gain an understanding of the business.
- Participated in the analysis of clients' business plans and financial statements to understand investments, department necessities, and possible financing opportunities.
- Detected issues and investigate ways to resolve them.
- Provided recommendations for improvement.
- Implemented agreed-upon solutions.
- Developed new procedures or training.
- Supported audits preparation efforts.
- Verified and analyzed records, reports, operating practices, and documentation.
- Presented some audit findings.
- Stock counting.
- Participated in the preparation and discussion of the audit reports.
- Attended meetings with clients, and supported preparation of audit reports.