

MARISSE FARNOS PH.D.

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A bicultural, bilingual Human Resource Professional offering extensive experience in the areas of Performance & Quality Improvement in Healthcare, Human Resources & Organizational Development in Quality and Safety, Clinical Psychology and Education in nationally and international environments. Expertise includes managing, developing, supporting & aligning staff/leadership in Transformational Change Initiatives, Team Effectiveness, Employee Development as well as any other Human Resources & Organizational Development Initiatives. Language skills include English and Spanish as well as basic reading of French & Italian.

PROFESSIONAL EXPERIENCE

UT MD Anderson Cancer Center

Houston, TX
2004-present

Senior Improvement Advisor & Quality Improvement and Education Team Effectiveness Consultant / Office of Quality Improvement & Education

- Senior consultant for Birkman Method Projects for Cultural Change and Team Effectiveness (over 450 Birkman Feedbacks administered). **Outcomes:** Measured improved communication, interpersonal relationships and changes in strategy to improve on outcomes. Coach other Birkman consultants.
- Develop and facilitate team & individual effectiveness workshops i.e. team building, communication, conflict resolution, leadership development and coaching.
- Manages & facilitates projects on PDCA Process, Transformational Change and Customer Service Initiatives in helping individuals and groups in dealing with institutional change, leadership development, strategic goals and goal alignment. **Outcomes:** changes in strategy, excellent customer service scores, improvement in staff relations, among others.
- Facilitator and leadership team member of Psychosocial Council whose charge is Institution's Strategic Goal 1.4 ... "providing patients with counseling, compassion and hope in a supportive environment."
- Member of the Spirituality in the Workplace Team whose focus is on looking into the impact of spirituality the workplace, i.e. employee satisfaction, meaning in work, commitment to institution.
- Facilitator for HASP and Clinic, Safety & Effectiveness Projects (i.e.: project: Physicians Relations' Project to Decrease the Number of International Lost Patients).
- Works closely with VPs of Divisions in providing team effectiveness training & coaching as par of their performance improvement projects (i.e. Lean & Six Sigma).
- Instructor in courses for Alumni of CS&E and Transformation Specialists Programs.

Superbag Corporation

Houston, TX
1999- 2004

Director of Training & Development / Human Resources

- Manufacturing plant for plastic bags (bulk of production: grocery bags). Main customer: Wal-Mart. Provided services for 250 employees in the manufacturing plant as well as administrative offices.(Family business Mexican owned: staff 97% Latin American, 1% Italian & 1% Eastern European).
- Coordinated, managed & supervised activities for the Human Resources Department (i.e. project: created & implemented new process for recruitment as well as evaluating employee performance & satisfaction)
- Created Training & Organizational Development Dept. – Developed, coordinated, supervised and implemented Training & Development Programs for employees.(i.e.. Leadership Development in Quality & Safety).
- Recruiter for positions in the administrative offices as well as mediated and facilitated conflict resolution (i.e.: conflict resolution around sexual harassment, cultural differences).
- Liaison between employees and benefit packages (most employees didn't speak English therefore served as translator/intermediary with insurance companies and providers to assist employees in navigating the US Healthcare System as well as 401K packages).
- Responsible for developing budget and strategy for area of training and development.
- Liaison between the administration and the plant employees; provided services in Spanish/English.

American School Foundation

Mexico, DF
1980-1999

Psychologist & Academic

- International K-12 college preparatory school that is part of a Global Network School System (Mexican Diploma, US Diploma & International Baccalaureate) to provide education to US as well other countries expatriates from multinational companies as well as embassies (40% Mexican,35% US,20% Asian & 5% other).
- Counseling, testing, lecturer, screening, diagnosis, crisis intervention, group dynamics and teambuilding with students, parents & staff, specializing on diversity, cultural adaptation as well as other multicultural issues. Developing partnerships with other institutions in Mexico and US (i.e.: creation and participation in programs for week long eco-field trips elementary-middle school to remote areas in Mexico and USA).
- Worked with diversity issues helping students & family members to understand cultural differences and adaptation techniques by creating and facilitating dialogue groups, and education programs (i.e. decrease # of complaints by family, students & staff conflict cultural differences).
- Facilitator between staff, students, parents & leadership on dealing with high-risk and/or sensitive situations with different cultures.

- Designed and implemented school wide projects to raise awareness of the environmental & diversity issues with students and staff as well as establishing partnerships with other institutions worldwide.
- Assisted in budgeting and developing the strategy & implementation of those projects.

Young Presidents Organization (YPO and YEO)

Consultant (*part time concurrently with above*)

- Managed the creation of YPO Youth Forums; retreat resource, training and consulting Mexico and USA.

Mexico, DF
1995-1999

Psychoanalytic Center for Counseling and Psychotherapy

Founding Member, Vice- President, Teaching Faculty (*Part time concurrently w/above*)

- Co-founded this academic organization that trains and develops psychologists/psychiatrists to become psychotherapists and counselors
- Established partnerships with psychiatrists/psychoanalysts worldwide for Best Practices (through lectures, clinical case studies, group and individual supervisions) as well as attended and organized Psychoanalytic Congresses and Conventions bringing faculty from US and Latin America. (i.e. projects: American Psychoanalytic Association NY, Harvard Medical School- Dept. of Psychiatry, Psychoanalytic Institutes (USA & Argentina)
- Worked with president developing strategic & business plan (i.e. budget, staffing, curriculum & programs).

Mexico, DF
1982-1999

National Institute of Neurology and Psychiatry

Psychometrician

- Psychometrician – Worked with acute psychiatric patients administering battery of psychological tests used for establishing diagnosis and differential diagnosis.

Mexico, DF
1978-1979

EDUCATION & TRAINING

Pacific Western University, Los Angeles, CA (Mexico City Campus), PhD in Clinical Psychology.

University of the Americas, Mexico City, Mexico, Master's Degree in Clinical Psychology.

Louisiana State University, Baton Rouge, LA, Bachelor's Degree in College of Art's Sciences,
Major: Psychology. Minors: Sociology & Anthropology.

- **Clinical Safety & Effectiveness Education Program, University of Texas, MDACC** **Houston, TX**
- **Lean Six Sigma Green Belt Training, Part** **Houston, TX**
- **Spiral Dynamics Integral, Level One- Certification** **Houston, TX**
- **Alternative Dispute Resolution Univ. of Houston Law School, Certified Mediator** **Houston, TX**
- **Birkman Method** **Houston, TX**
Training and 2 certifications in Birkman Method. Senior Birkman (Level II) Consultant w/80 CEUs
- **AMEPP-Mexican Association for Studies in Depth Psychology** **Mexico, DF**
Psychotherapeutic Training in Carl Jung's in-Depth Analytic Psychology Psychotherapy
- **Therapy Workshop on Solution Conversations: Eriksonian Hypnotherapy Association** **Mexico, DF**
Introductory & advanced course on Eriksonian Hypnotherapy.
- **CAPT - Professional Training Program** **Mexico, DF**
Training and certification in Myers-Briggs Preference Inventory (MBTI).
- **CAIPA - Center for Help for Problems with Addictions** **Mexico, DF**
Trained as counselor and psychotherapist.
- **Psychoanalytic Center for Orientation and Psychotherapy** **Mexico, DF**
Dynamic counselor and psychotherapist.

TEACHING & CONSULTANT EXPERIENCE

- **Institute for Religion and Health, Houston, Tx.-Teaching Faculty**
- **Young Presidents Organization (YPO)- Consultant , facilitator and trainer.**
- **Psychoanalytic Center for Orientation and Psychotherapy, Mexico City-Teaching Faculty**
- **Universidad del Nuevo Mundo, México City-Teaching Faculty**
- **Private Practice / Psychoanalytic Counselor and Psychotherapist**
- **Consultant and Master Facilitator**

(Publications discussed during interviews.)

AFFILIATIONS

- **National Hispanic Professional Organization (NHPO)**
- **Hispanic Professional Network Group (HPNG)**