



Training and Relocation Services

www.CulturalAwareness.com

Mercedes Naficy D'Angelo, Director, Global Business Solutions

Mercedes Naficy D'Angelo has been in the training and development industry for more than 20 years, consulting with clients around their global leadership, mobility, intercultural/diversity and performance needs. She is responsible for growing Cultural Awareness International's global client base, working with senior leaders in global companies to develop customized solutions for supporting their international human capital. Mercedes primary focus is to partner with CAI's clients to develop solutions to address individual and team performance in the global marketplace.

Mercedes is a graduate of Princeton University, with an A.B. in English Literature and a Certificate in Theater and Dance. She also holds an MBA from Tulane University with a concentration in Human Resources Management. While completing her Master's degree, Mercedes did field research on the expatriate selection practices of five multinational oil companies. Before joining CAI, Mercedes served as National Director of Business Development for a Canadian Health and Productivity company managing US and Global Sales and Client Relationship Management. Mercedes is a senior intercultural facilitator, a consultant in organizational change, and a frequent keynote speaker in the topic of intercultural communication.

Her passion is supporting and consulting with CAI's global clients to develop innovative solutions to address their talent management and employee development needs. Mercedes' strong experience in sales, marketing and business strategy, enable her to work with functional leaders such as supply chain, research and development and manufacturing, helping them identify where global leadership development can enhance performance and ultimately business success and revenue growth.

Mercedes has presented at national and international conferences on a variety of topics: Mitigating Risk in International Assignments; Global HR Competency Development; Safety and Security Planning; Global Diversity and Inclusion, and International Assignee Support at conferences hosted by the Society of Human Resources Management (SHRM), the National Foreign Trade Council (NFTC); International Personnel Association; the National Leadership Institute, IBIS Academy and the Forum for Expatriate Management. She has facilitated intercultural training programs for large global companies such as Novo Nordisk, Ernst and Young, KPMG, Baxter Pharmaceuticals, and Anadarko Petroleum. Mercedes has also trained the employees and clients of many Relocation Management Companies.

Happiest when sharing her passion for intercultural communication with an audience, the following are just a few testimonials from past participants at Mercedes' many sessions:

Forum for Expatriate Management NY Show June 2015:

"Mercedes D'Angelo is a fascinating speaker. She's smart, funny, and engaging. Her life and work experiences blend seamlessly and it was a pleasure to attend that Session at FEM on Tuesday 16 June in NYC to hear her presentation."

SHRM presentation: *Global Competency Development: The Role of HR as Advocates for Cultural Understanding*. June 2013:

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“I came to the wrong session. I was supposed to be in Health Care Reform. I’M SO GLAD I DID!!! My company is based in France. Exp. [sic] To come over often for the purpose of learning the business globally. We & the French don’t understand each other. There are even cultural differences between the New Yorkers & those of us from the Heartland of the U.S. This was incredibly enlightening and applicable.”

“Powerful, clear, funny: one of the best speakers I heard at SHRM. Full of both conceptual & practical content – Excellent.”

A product of a bi-cultural family (½ Iranian and ½ Puerto Rican), Mercedes has lived and/or worked in Europe, Latin America, North America and the Middle East. She has a deep appreciation for the impact of cultural competencies on performance and behavioral health. This experience, including relocating internationally with her four children, together with her knowledge of five languages (in varying degrees of fluency!), gives her the insight needed to help organizations tailor global services programs to their needs.

Mercedes believes that there is always something new to learn in the field of cultural awareness. She says her marriage is living proof of this!