

Diana Dean-Palacios

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 Houston, TX

EDUCATION

University of Oklahoma
B.A., Sociology

CERTIFICATIONS

- Senior Professional in Human Resources from SHRM
- Leadership & Coaching Certificate from George Washington University
- Professional Mediation Certification from National Association of Certified Mediators
- Leadership Development and Strategic Design Certificate from Human Capital Institute

CORE COMPETENCIES

- Strategic Operational Leadership
- Executive Coaching
- Organizational Change Management
- Policy & Process Development
- Operational Efficiency & Scalable Infrastructure
- Creating Employee Culture & Engagement
- Risk Mitigation & Compliance Reviews
- System Integrations & Modernizations
- Talent Acquisition & Talent Management
- Succession & Workforce Planning

COMMUNITY LEADERSHIP

Church Board Member 2024 -Present

Past Board of Director Positions:

- Leadership Houston
- Bike Houston
- Houston Healthcare HR Association

Human Resource Executive | Operational Strategy |
Organizational Development | Employee Engagement

PROFESSIONAL SUMMARY

Trusted advisor to executive leadership, known for leading transformation, innovation, and scalable growth initiatives. Strategic Leader with a proven track record of leading and implementing people-driven initiatives that create a positive and productive company culture. Expert in developing successful onboarding experiences, driving cross-departmental collaboration, and empowering functional HR teams.

WORK EXPERIENCE

Infinx, Inc. | Vice President of Human Resources

March 2023 – October 2025 | Houston, TX

Strategic HR advisor to a growth-stage revenue cycle management organization, guiding a full-service HR team, advancing employee engagement, designing scalable people systems, and advising leaders on high-impact employee relations matters.

- Led HR integration for a strategic acquisition, doubling the workforce from 400 to 800 employees in 60 days while maintaining business continuity, compliance, and employee trust during rapid change.
- Transformed talent acquisition by implementing a more modern ATS and redesigned hiring workflows, cutting time-to-fill by 50% and enabling scalable hiring to support aggressive growth targets.
- Drove selection and implementation of Paycor HRIS, standardizing employee data, strengthening reporting capabilities, and improving data accuracy and decision-ready reporting by 40%.
- Redesigned the onboarding experience to improve operational efficiency by 25%, while increasing new-hire engagement and manager satisfaction.
- Established foundational HR data governance, policies, and controls to support SOC 2 compliance, strengthening enterprise risk management.
- Launched first “Best Places to Work” survey for the U.S. workforce, providing leadership with actionable engagement insights.

Decent | Vice President of People

2022 - 2023 | Remote

Partnered with founders of a healthcare technology services company building the people infrastructure and culture required to scale rapidly and sustainably.

- Designed and implemented scalable HR policies and processes that provided structure, consistency, and clarity while supporting a fast-paced, high-growth environment with clear direction.
- Led growth strategy to position the organization as an employer of choice, fostering a culture that empowers employees to exceed expectations.
- Developed a high-performing HR team that supported doubling the size of the organization with high-quality hires within four months.
- Reengineered talent acquisition processes and implemented an ATS to increase recruiting speed and improve hiring outcomes.
- Implemented a performance management framework that aligned with organizational objectives accountability for continuous improvement.

MVM, Inc. | Vice President Human Resources

2021 - 2022 | San Antonio, TX

Developed HR team to better support expanded business operations for a growing government contractor and improved employee relations, compliance, and organization design.

- Strategic advisor to MVM executive team and operational leaders regarding employee relations and ensuring contractual and legal compliance while recommending operational decisions that mitigated risk.
- Developed foundational HR processes and procedures for efficiencies and operational effectiveness.
- Analyzed and communicated key success metrics for onboarding, attrition, and employee engagement.
- Directed talent acquisition for both management level and high-volume recruiting.

Legacy Community Health | Vice President of Human Resources

2013 - 2021 | Houston, TX

Developed strategic HR initiatives for growing non-profit and full-service community healthcare clinics, including 1,400 employees in over 18 locations. Managed a HR team of 16 with full-service HR operational responsibilities.

- Part of the core team that implemented operational processes within two weeks to support response and recovery during the COVID-19 pandemic, resulting in rapid provision of clinical testing.
- Recommended strategies to restructure existing programs and provided creative alternatives to lay-offs during the financial downturn due to the pandemic.
- Directed growth of clinic acquisitions with minimal onboarding time, which led to 25% employee growth over three years.
- Mitigated company risk from EEOC claims by determining company response and course of action that kept claims down to an average of less than two per year vs. previous five to eight claims annually.
- Developed and integrated performance management systems (Taleo/Perform Yard) to better align business objectives, operational effectiveness, and improved retention by identifying performance measures.
- Integrated a new payroll software (HR Exponent) and first electronic employee file system, resulting in improved processing times and quality HR data.
- Implemented Learning Management System (LMS365 Platform and HealthStream) which improved on-line course options, simplified annual training objectives, and improved grant auditing results.

The John F. Kennedy Center | Director of Human Resources

2010 - 2013 | Washington, D.C.

HR leader for nation's premier cultural and performing arts center, including oversight of 2,050 full-time employees and 50 federal employees. Managed full cycle human resource centers of excellence.

- Directed National Opera acquisition, achieving seamless staff integration and policy communication, resulting in successful employee transfers.
- Developed workforce plan for massive reduction-in-force with adherence to federal regulations and compliance.
- Negotiated 12 Collective Bargaining Agreements for federal and non-federal employees, mediated grievances and employee relations which positively fostered a work culture of reduced union grievances.
- Oversaw internal audits for DOL pay classifications ensuring regulation compliance which minimized risk to the organization.

Frontier Systems | Director of Human Resources

2004 - 2010 | Falls Church, VA

Led organizational development for a startup security company and government contracting organization that grew from 80 employees to 500 union and non-union employees during initial 18-month period.