

# DIANA DEAN-PALACIOS, SPHR

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## HUMAN RESOURCES EXECUTIVE | ORGANIZATIONAL DEVELOPMENT | OPERATIONAL STRATEGY

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Executive HR leader and trusted consultant to senior leadership, driving transformation, innovation, and scalable growth that delivers measurable business performance. Strategic advisor with a proven track record of executing change strategies that foster high-performing and productive cultures. Expert in designing impactful onboarding experiences, strengthening cross-functional collaboration, and building successful HR teams who analyze workforce data while working closely with leaders.

## WORK EXPERIENCE

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### VICE PRESIDENT OF HUMAN RESOURCES

March 2023 to October 2025

#### Infinx · Houston

Strategic HR advisor for a high-growth healthcare technology organization specializing in revenue cycle management using AI-driven solutions. Led a team of five building scalable multi-state HR infrastructure supporting overall HR operations including talent acquisition, performance management, compliance, benefits, employee experience, and data-driven workforce planning. Partnered closely with CEO and executive team to align growth strategy with business objectives.

- Steered HR integration for a strategic acquisition, doubling the workforce from 400 to 800 employees in 60 days while maintaining business continuity, compliance, communication, 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.
- Strengthened leadership accountability by implementing bi-annual performance measures, enabling more accurate annual appraisals that aligned compensation and incentive structures with performance.

### VICE PRESIDENT OF PEOPLE

2022 – 2023

#### Decent Inc. · Remote

Executive HR leader partnering with founders of a healthcare technology services start-up to rapidly build and scale an HR foundation, drive culture, and develop an engaged remote workforce.

- 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 doubled the size of the organization with high-quality hires within four months.
- Reengineered talent acquisition processes and implemented an ATS that increased recruiting speed by 50% and improved hiring outcomes.
- Implemented a performance management framework aligned with organizational objectives, reinforcing accountability and continuous improvement.

### VICE PRESIDENT OF HUMAN RESOURCES

2021 – 2022

#### MVM Inc. · Houston / San Antonio, TX

Developed HR team of eight 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, policy creation, government contracts, and legal regulations 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.

## **VICE PRESIDENT OF HUMAN RESOURCES**

**2013 – 2021**

### **Legacy Community Health · Houston, TX**

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

- Part of the core team that implemented new operational processes within two weeks to support response and recovery during the COVID-19 pandemic, resulting in rapid provision of clinical testing.
- Partnered with Operations to design cost-reduction strategies that avoided layoffs during pandemic downturn, preserving 90% of workforce while maintaining operational capacity.
- 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 (Perform Yard) to align business objectives, operational effectiveness, and improved retention 15% by better identifying performance measures.
- Integrated new payroll HRIS and first electronic employee file system, resulting in both systems improving processing times and strengthening HR data management capabilities.
- Implemented Learning Management System (LMS365 Platform and HealthStream) which improved online course options, simplified annual training objectives, and improved grant auditing results.
- Partnered with a Diversity, Equity & Inclusion consultant to implement employee surveys, execute executive town hall discussions, and implemented other data gathering tools to begin rolling out an organizational long-term DEI plan.

## **DIRECTOR OF HUMAN RESOURCES**

**2010 – 2013**

### **The John F. Kennedy Center · Washington, D.C.**

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

- Directed HR portions of 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.

## **DIRECTOR OF HUMAN RESOURCES**

**2004 – 2010**

### **Frontier Systems · Falls Church, VA**

Led organizational development and improvement initiatives for a startup security company and government contracting organization that grew from 80 employees to 500 union and non-union employees within 18 months.

## **EDUCATION**

**Bachelor of Arts in Sociology** · University of Oklahoma

## **CERTIFICATIONS**

**Senior Professional in Human Resources** – Society for Human Resources Management (SHRM)

**Leadership and Coaching Graduate Certificate** - George Washington University

**Professional Mediation Certification** - National Association of Certified Mediators

**Leadership Development and Strategic Design** - Human Capital Institute

## **COMMUNITY LEADERSHIP**

**Past Board of Directors Positions:** Leadership Houston | Houston Healthcare HR Association | Bike Houston