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# ASK AN EXPERT:

## LUCIANA JABLONSKI

### BIO

Luciana joined Capital GES in June 2016 as a Sales Executive. Luciana is based in Capital GES LAM's brand new Headquarters in Belo Horizonte, Brazil. Before joining Capital GES, Luciana lived in London and has worked in large UK/European corporations which has enriched her knowledge and ability to work with clients from different fields and backgrounds. Luciana speaks Portuguese, English and has a good understanding of Spanish.

### Q: DESCRIBE YOUR ROLE?

My job varies and every day is different. My role as sales executive is to manage our current clients and develop relationships with new clients and accounts. As part of my day-to-day routine, I also provide advice and support to LAM's operational team, as well as ensuring our procedures are being applied in the correct and most compliant manner.

### Q: MOST CHALLENGING PART OF YOUR JOB?

The most challenging part of my job is making sure our clients understand what it is like to operate in LAM and its intricacies. Helping our clients understand that the labour relationship in LAM can be very different from North American and European rules is a key part of my role, along with keeping up with all the constant changes to those rules in the various countries we serve in LAM.

### Q: MOST REWARDING PART OF THE JOB?

The most rewarding part of the job for me is the educational process. Explaining and making sure our clients understand the LAM region makes working at Capital GES very special.

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### **Q: WHAT IS THE KEY TO GETTING A WORKER ONBOARDED QUICKLY?**

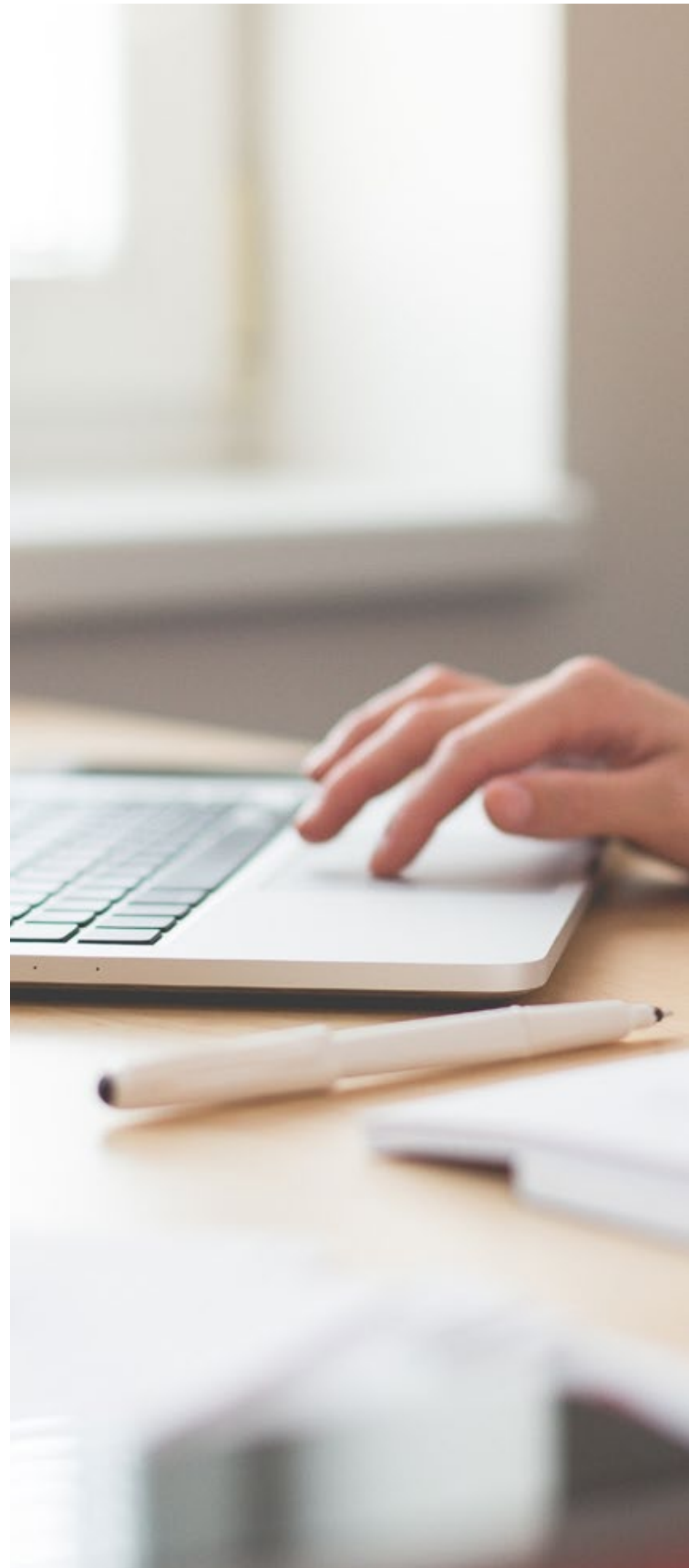
The key to getting a worker onboarded quickly is dedication. It's very important to look after the whole process and provide attention to detail so nothing goes wrong. Setting the correct expectations and getting the involvement of all parties in the process is vital right from the outset.

### **Q: WHAT'S THE SINGLE BEST PIECE OF ADVICE YOU COULD GIVE TO A US CLIENT LOOKING TO EMPLOY IN LAM?**

It's very important to understand LAM's complexities and the fact that labour legislation in most LAM countries is drafted in favour of the workers. When considering employing in Latin America, it is crucial to understand the local legislation and rules to minimise any risk.

### **Q: WHAT DO YOU THINK THAT CAPITAL GES DOES BETTER THAN ANYONE ELSE?**

What makes us different is that not only do we provide compliant solutions to clients, but that we spend a lot of time and effort on educating as well. Our focus on educating our clients on the various intricacies of labour legislation in the LAM region, and on setting all parties' expectations from the start, means that there are no surprises throughout the lifecycle of the worker.





# CAPITAL

Global Employment Solutions

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