



## Biographies

### II International Seminar: “Innovative Experiences in Effective Public Management”

**Sheraton Hotel, Gran Salón  
Panama City, March 13-14, 2014**

#### **Francisco Álvarez De Soto**

His Excellency Francisco Alvarez De Soto is the Minister of Foreign Affairs of the Government of Panama. He has previously served in the public sector as Special Ambassador for Trade and Deputy Adviser for the Vice minister of Foreign Trade and for the Minister of Commerce and Industry (1999-2001); Ambassador and Managing Director for International Economic Relations (2001-2002); Deputy Presidential Commissioner to the Puebla-Panama Plan (2002-2003); Secretary General of Foreign Affairs (2003); Principal Member of the Council on Foreign Relations (2003-2004); Vice minister of International Trade Negotiations (2009-2010); Vice Counselor of the Republic and, subsequently, Counselor of the Republic (2011-2013) .



Mr. Alvarez has been awarded the National Orders of Vasco Núñez de Balboa, Manuel Amador Guerrero, Belisario Porras and the Order of the Central American Integration System (SICA). In September 2013, H. M. Juan Carlos I, King of Spain, awarded him the title of Commander of the Royal Order of Isabel the Catholic. Since 2008, Mr. Alvarez is Knight of Magisterial Grace of the Sovereign Order of Saint John of Jerusalem, of Rhodes and of Malta (Order of Malta), and in 2013 was appointed Panama’s Representative to the roster of experts of the Dispute Settlement Body (DSB) of the World Trade Organization (WTO).

#### **Ana Lucía Amorim de Brito**

Mrs. Amorim is the Secretary for Public Management of the Ministry of Planning, Budget and Public Administration of the Government of Brazil. Ms. Amorim has fifteen (15) years of experience in strategic management having served as a Senior Administrator in the Brazilian Federal Economic Bank in areas such as business development, modernization of processes, organizational planning, human resource and skills management, and the management of expert networks and projects in public administration.



Mrs. Amorim de Brito has also been involved in important social projects including the Single Registry of the Federal Government , Bolsa Familia and Mi Casa, Mi Vida, among others. In 2013 she served as Advisor to the President for the State company Dataprev (a Technology and Information for Social Welfare firm) in areas related to the structuring and monitoring of projects focused on the management of information, especially those related to the social policies of the federal government.



### **Javier Bikandi Irazabal**

Mr. Bikandi is the Director of Citizens Support and Innovation and Improvement of the Administration of the Basque Government. Mr. Bikandi holds a degree in Healthcare Management from the Deusto Business School (2012), and has a BA in Psychology (1995-1999); and a PhD (2009) from the University of Deusto.



His specialty is related to providing support to citizens through the coordination and planning of innovations and improvements in the quality of public services. Previously, he worked as Senior Researcher at the Basque Foundation for Health Innovation and Research (2011-2013); Senior Consultant at LKS S. COOP (2008-2011); and Specialist in Quality and Improvement, among others.

### **Víctor L. Brown**

Mr. Brown is a Business Process Re-engineering Specialist for the Public Sector Transformation Unit (PSTU) of Jamaica. From 1975 to 1996 he worked for the Canadian Public Sector as Departmental Representative on Government of the Treasury Board Secretariat; Senior Systems Advisor at Elections Canada; and Senior Systems Advisor.



From 1996 to present, Mr. Brown held various positions within the Jamaican Public Service: Coordinator for Public Sector Modernization Project (PSMP), as responsible for the first four entities identified for conversion from Departments to executive agency status, among others; and Business Process Reengineering Specialist for the Public Sector Transformation Initiative, representing the Government of Jamaica (GoJ) on numerous International Development Partners (IDPs) projects design and negotiation for sponsorship.

He holds a BA in Economics and Management Studies from the Carleton University, Ottawa (Canada).

**Mjr. Gral. Luz Marina Bustos Castañeda**, Deputy General Director of the Colombian National Policia. Mjr. Bustos is the first woman to achieve the rank of General in the National Police of Colombia. She holds a law Degree from the Catholic University of Colombia, specializing in Administrative Law, Criminal Law and Forensic Science.



Previously, she has served as Deputy Director General and Administrative and Financial Director of the Colombian National Police, as well as National Director of Schools. Her promotion to General was held on June 5, 2009 at the General Police School of Cadets of Santander.



### **Kevin Casas-Zamora**

Dr. Casas-Zamora is currently the Secretary for Political Affairs at the Organization of American States, as well as a Non-Resident Senior Fellow at Brookings Institution's Latin America Initiative. Previously, he served as Senior Fellow in Foreign Policy at the Brookings Institution; Costa Rica's Second Vice President and Minister of National Planning and Economic Policy between 2006 and 2007; General Coordinator of Costa Rica's National Human Development Report, for the United Nations Development Program (UNDP); and Programme Officer for the Arias Foundation for Peace and Human Progress.



He received his Law Degree from the University of Costa Rica and his MA and Ph.D. in Political Science from the Universities of Essex and Oxford, respectively.

### **Sylvia Cesaratto**

Mrs. Sylvia Cesaratto is the Canadian Ambassador to Panama. Previously, she has held posts in the Department of Foreign Affairs and International Trade of Canada (1991) and Johannesburg, South Africa (1993). She has also served as First Secretary Aerospace and Defence in London and as Commercial Counsellor in Brussels, Belgium (2003).



Ms. Cesaratto has held the position of Human Resources Officer with the Division of Human Resources and Director of Strategic Initiatives Division before her appointment as Canadian Ambassador to Panama in 2011.

### **Maryantonett Flumian**

Ms. Flumian is the President of the Institute on Governance of Canada. She is a seasoned senior executive at the Deputy Minister level in the Canadian federal Public Service with more than twenty (20) years of large-scale operational experience. Her current research focuses on leadership, collaboration, governance, and the transformational potential of technology primarily in the area of citizen-centered services.



She is internationally recognized for her work as a transformational leader across many complex areas of public policy and administration such as labour markets, firearms, fisheries, and environmental issues. Ms. Flumian sits on the advisory board of the Harvard Policy Group, John F. Kennedy School of Government, and the advisory group of Genera's Government 2.0: Wikinomics, Government and Democracy research program.

### **Martín Forst**

Mr. Forst is the Head of Governance and Partnerships Division of the Directorate for Public Governance and Territorial Development of the Organization for Economic Cooperation and Development (OECD). Since 1992, he has held various functions within the OECD, as Head of Business Development Program and Good Governance for Development in the Middle East and North Africa.



Mr. Forst has developed activities related to the strategic development and management of labor issues included in the indicators of regional governance; he has also encouraged the accession of non-member countries to the OECD activities.

### **Cibele Franzese**

Ms. Franzese is a Professor of Public Administration and Government of the Getulio Vargas Foundation of Brazil. Ms. Franzese holds a degree in Law from the University of São Paulo, as well as Masters and PhD in Public Administration from the Getulio Vargas Foundation-EAESP, and has carried out research for the Center for the Study of Federalism of the University of Kent, England .



She is also a Professor at the Executive Education Program (GVPEC) of the Getulio Vargas Foundation, at the Foundation of Administrative Support of the State of São Paulo (FUNDAP) of the School of Public Service of the Holy Spirit (ESESP), and at the National School of Public Administration (ENAP) of São Paulo.

### **Roberto Gallardo**

Mr. Gallardo is currently the Minister of National Planning and Economic Policy (MIDEPLAN for its acronym in Spanish) of the Government of Costa Rica. Previously, Mr. Gallardo occupied the same post during the 2007-2010 period and has served as Minister of Communication and Institutional Liaison (2010-2011).



He has also worked as a consultant for the United Nations Program for Development (UNDP) and the Organization of American States (OAS) in both Panama and Costa Rica, in social dialogue processes. Additionally, he served as a Consultant for UNESCO, the Office of Justice of Panama, the Superior University Council for Central America (CSUCA), the State of the Nation Program, the Latin American Faculty of Social Sciences (FLACSO for its acronym in Spanish) of Costa Rica, the Central American Bank for Economic Integration and the Episcopal Conference of Costa Rica.



### **Mr. Orlando Gracia Fajardo**

Orlando Gracia holds the functions of Director of Evaluation of Public Policies of the National Department of Planning of Colombia. He is an economist from the National University of Colombia, with an MSc in Economics from the University College of London and the Royal Holloway University of London. He has served as Director of Health Insurance, Professional Risks and Pensions of the Ministry of Health and Social Protection.



Dr. Gracia also worked at FEDESARROLLO as senior researcher, as well as Director of Business Development of the National Department of Planning – DNP; Technical Deputy Director of USAID/“Colombia Productiva” and Deputy Director of Sector Studies and Regulation for the Direction of Economic Studies of the DNP.

He was a professor at the National, Rosario and Javeriana Universities.

### **Luis Fernando Graham Volver**

Mr. Graham is the General Coordinator of the Municipal Planning Institute of the Municipality of Puebla (IMPLAN for its acronym in Spanish). Mr. Graham holds a Bachelor of Law from the Tecnológico de Monterrey; he has also studied Public Administration at the University of Canberra, Australia and has a Diplomas in Public Administration and Policy Analysis at the UNAM and the Universidad Iberoamericana in Mexico City, respectively.



His experience in the public service also includes various positions in the governments of Tabasco and Mexico City related to innovation and government modernization, and fiscal and legal aid procurement. Previously, he has served as Technical Secretary of the National Population Council and Assistant to the Secretary General of the Government of the State of Puebla.

### **Roberto Henríquez**

Mr. Henríquez is the Minister of the Presidency of the Government of Panama. Previously, Mr. Henríquez served as President of the principal guilds of Panamanian companies, namely: Panamanian Association of Business Executives, Chamber of Commerce, Industries and Agriculture of Panama, the National Council of Private Enterprise, Union of Industrialists of Panama.



He has also served as Vice minister of Foreign Trade of Panama (2000), Minister of Commerce and Industry of Panama (2009-2010) and Minister for Foreign Affairs of Panama (2011-2012).



## **Eduardo Jaén**

Mr. Jaén is the General Administrator of the National Authority for Government Innovation of the Republic of Panama. In this capacity, Mr. Jaén oversees the use of information and communications technologies (ICTs) by government agencies, promotes better services for citizens and seeks ways to improve government efficiency, thereby contributing to the international competitiveness of Panama.



Mr. Jaén holds a Degree in Industrial Engineering from the Georgia Institute of Technology and a Master in Business Administration from Rensselaer Polytechnic Institute. He is also the contact person for government digital inclusion programs, including the deployment and administration of the Panama initiative of the National Network of free wireless Internet. In addition, his agency is responsible for the administration and operation of centralized data centers and cloud computing, as well as the protection of government ICTs' infrastructure processes.

Mr. Jaén has a degree in Industrial Engineering from the Georgia Institute of Technology and a Masters in Business Administration from Rensselaer Polytechnic Institute.

## **Mariana Llona Rosa**

Ms. Llona serves as Secretary for Public Management of the Presidency of the Cabinet of Ministers of Peru. Ms. Llona studied sociology at the Pontificia Universidad Católica of Peru with a Masters in Political Science, specializing in Public Policy and Public Management. She is an expert on the analysis and design of public policies, local and regional development issues and citizen participation. She also has twenty (20) years of experience in the field of development promotion, having developed strong skills in program management, strategic planning, and the management of human and financial resources.



She has previously served as a Policy Management Specialist of Human Resource Management at the National Civil Service Authority (SERVIR for its acronym in Spanish) (2010-2011); Senior Advisor of the Vice Minister of Employment Promotion and Micro and Small Enterprises (2004); and Head of the Urban Program at the Peruvian Center for Studies and Promotion of Development (1998-2003)

## **Iris Janet López**

Ms. López serves as Coordinator of the State Management and Assessment Area of the Office of Planning and Budget of the Republic of Uruguay. Ms. López graduated from the faculty of Economics and Administration of the University of the Republic (Uruguay). She holds Diplomas in State Modernization from the faculty of Social Sciences of the University of Chile and the Iberoamerican Center for Public and Business Affairs.



Previously, within the Office of Planning and Budget, she held other functions related to Public Management and the National Budget (2002). She also worked at the General Accounting Office of the Municipality of Montevideo (1996-2000).



### **Gregorio Montero**

Mr. Montero is currently the Secretary General of the Latin American Centre of Administration for Development (CLAD, for its acronym in Spanish). He is a lawyer and political analyst specializing in Political Science. He is also a University Professor for Graduate and Post-graduate Degrees in Theories and Legal Foundations of the State, Administrative Law, Public Administration, Ethics for Public Officials, Public Administration Organization, and Organizational Culture, among others.



He has published several books and papers in journals and newspapers related to public administration from the perspective of the legal system, ethics, professionalism, and modernization. He has also worked as a consultant for several international organizations such as the European Union, the Inter-American Development Bank (IDB), and the Pan American Health Organization/ World Health Organization (PAHO/WHO), among others. Previously, Mr. Montero served as Vice Minister of Public Administration and Alternate Chairman of the Board of the CLAD.

### **José Antonio Morales**

Mr. Morales is the Undersecretary of State Modernization and Governance of the Secretariat of Strategic Affairs (SAE for its acronym in Spanish) of the Government of El Salvador. Mr. Morales holds a PhD in Political Science and International Relations, a Master's in International Relations and a BA in Political Science and International Relations at the University of Brussels, Belgium.



Previously, he has served as Regional Program Officer at Christian Aid (2009); Program Officer at the Oxfam America's Central America, Mexico and the Caribbean Office (2006-2009); Project Coordinator of the Participation of Civil Society in Economic Relations and Cooperation for the Foundation for Economic and Social Development of El Salvador (FUNDE for its acronym in Spanish) (2004-2005).

### **Julián Alfonso Olivas Ugalde**

Mr. Olivas Ugalde is currently the Secretary for the Civil Service of the Government of Mexico. Mr. Olivas holds a Master's in Public Finance and Constitutional and Administrative Law at the National Autonomous University of Mexico (UNAM) and a Bachelor's in Public Policy at the Mexican National Institute of Public Administration a la Ciudadanía Ciudadanía (INAP).



Previously, he has held several positions in the public sector, including Managing Director of Human Resources in the Ministry of Finance (2011-2012); Executive Secretary of Services in the Supreme Court of Justice (2009-2011); Head of the Internal Control Body of the National Banking and Securities Commission (2009); Managing Director of Auditing the Performance of Governmental Management and Finance; and Head of Legal Affairs at the Federal Superior Audit Office (2000 – 2009).



### **Luis Petrikorena Arbelaiz**

Mr. Petrikorena serves as Director of Open Government for the Presidency of the Basque Government. He holds a degree in Economics and Business from the University of the Basque Country. He specializes in Open Government, which seeks to provide ways for public to participate in public policy.

He has previously held functions in both public and private entities as a Communication and Marketing Consultant in institutions such as Real Social, CITA Foundation, and Ulma, among others (2005-2013); as Director of Strategic Planning of the Basque Government (2005 -2009), and as Head of Marketing at Iberdrola (1999-2000).



### **Pablo A. Ruidíaz Morales**

Mr. Ruidiaz is the Director for Internet, Mobility and Inclusion of the National Authority for Government Innovation (AIG for its acronym in Spanish) of the Government of Panama. Previously, Mr. Ruidíaz has served as Director of the National Internet Network project - InternetParaTodos, developed by the Government of Panama through the Advisory Board for Universal Service and Access and administered by the National Authority for Government Innovation (AIG).

As an expert in the area of technology, he has represented several Information Technology firms as Manager of Business Development and Professional Services Manager such as Sonitel, SA, NCR and Unisys Corporation of Panama; and served as General Manager of Interdotnet, Inc.; Operations Manager for Direct Net, SA telecommunication companies, among others. He is also the speaker for the Panamanian Chamber of Information Technology and Telecommunications.



### **Óscar Alexis Uquillas Otero**

Mr Uquillas is the Undersecretary of Institutional Change of the National Secretariat for Planning and Development (SENPLADES) of the Government of Ecuador. Mr. Uquillas holds a Master of Governance and Public Management from the Complutense University of Madrid/ Ortega y Gasset Institute of of Spain (2010).

He has also served as a Specialist for State Reform for the Secretary of Democratic Reform of the State and Innovation of Public Management, National Secretariat of Planning and Development (SENPLADES for its acronym in Spanish) (2007-2010); a Specialist supporting Political Representation and Citizen Participation and Decentralization; and Undersecretary of Democratic State Reform and Programmatic Management of the National Secretariat of State Democratization (2007).





### **Ramón Ventura Camejo**

Mr. Camejo is currently the Minister of Public Administration of the Dominican Republic. Mr. Ventura is a political analyst and university professor and is involved in the political leadership and the development of projects for the promotion of professionalism and the development of initiatives that are intended to establish high standards with regards to the quality of public administration, for instance the National Award for Quality and the Recognition of Best Practices.



Mr. Ventura has served as a Congressman, Senator and Governor representing the city of Santiago de los Caballeros. As Representative of the Dominican Republic, he has held the presidency and vice-presidency of the Board of the Latin American Centre for Development Administration, CLAD (for its acronym in Spanish).

### **Manuel Villoria**

Dr. Villoria is the Director of Government, Administration and Public Policy of the Ortega y Gasset University Institute. Mr. Montero holds a Ph.D in Political Science and Sociology from the Complutense University of Madrid, as well as Bachelor's in Law and Philology. He was a Fulbright scholar in the U.S., where he received a Master's in Public Affairs at Indiana University. He is currently a Professor of Political Science and Public Administration at the Rey Juan Carlos University in Madrid.



Dr. Villoria has authored over one hundred publications (both books and articles) on public administration and administrative ethics. In addition, he holds Visiting Professorships at various Spanish and international universities and institutes of Public Administration and he has participated in various studies on of Public Administration reform in Spain and Latin America.



## OAS Department for Effective Public Management (DEPM)

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### María Fernanda Trigo

Mrs. Trigo is the Director of the Department for Effective Public Management of the OAS Secretariat for Political Affairs (SPA). Previously, she served as Deputy Director of the Department of Democratic Sustainability and Special Missions (SAP/OAS).

Ms. Trigo has worked at the OAS since January 1999. She began her career at the OAS as part of the initial team of the Summit of the Americas Secretariat, supporting the preparation and negotiation process of the Declarations and Action Plans for the Quebec (2001), Monterrey (2004) and Mar del Plata (2006) Summits of the Americas.

She also has a Masters in International Relations from Georgetown University, Washington DC



### Silverio Zebal

Mr. Zebal is a Senior Specialist of the Department for Effective Public Management (DEPM) of the OAS. Mr. Zebal holds a Master of Professional Studies (MPS) in the Graduate School of Political Management at George Washington University (GSPM/GWU) - U.S., and an MA in Development Studies from the Graduate Institute of International Studies and Development (IHEID) of Geneva, Switzerland.

Previously, he has served as Economist for Development at the Brazilian Development Bank; Executive Coordinator of the Center of Studies on State Reform of the Getulio Vargas Foundation; Project Officer in several international development institutions such as UNDP, IDB, AECID, and Foundations of International Politics as IRI, KAS, ODCA, DDC.



### Franz Chevarría

Mr. Chevarría works as Specialist at the Department for Effective Public Management (DEPM) of the OAS. He is a PhD candidate in Public Administration from the Complutense University of Madrid, and in Law and Political Science from the National University of San Marcos (Peru); and holds a Masters degrees in Applied Political Studies by the FIIAPP (Spain), and in Governance at the University of San Martin de Porres (Peru).

Previously, he has served as Senior Official in entities of the Executive and Legislative branches of the Peruvian Government. He has also actively collaborated with various international organizations, such as the UN, OECD, APEC, CAN and other international cooperation agencies.





## Hugo Inga

Mr. Inga is an Officer of the Department for Effective Public Management (DEPM) of the OAS since 2012. He holds a Bachelor of Law and Political Science with a specialization in Public Administration from the University of San Martín de Porres (Peru). He has also received diplomas for Specialization Courses and carrying out Research on Democracy and International Relations from the Inter-American Juridical Committee (Brazil, 2012), and from the European Academy of International Law of Otzenhausen (Germany, 2010).



Previously, he has served as an expert in the promotion of gender quota and candidacies of Peruvians in the Executive Branch in international organizations like the UN and the OAS (Ministry of Foreign Affairs, 2010-2011), as well as a campaign worker for Peruvian civil associations in electoral and human rights issues.

## Enrica De Pasquale

Ms. De Pasquale, an Italian citizen, works as Consultant in the Department for Effective Public Management (DEPM) of the OAS, supporting activities related to cooperation projects on governance and state modernization throughout the countries of the Hemisphere. Previously, Ms. De Pasquale worked at the Permanent Observer Mission of Italy to the OAS in Washington DC and as University Tutor for Public and Private International Law.



She holds a Masters Degree in International Functions from the Italian Society for International Organization (SIOI) of Rome; a Master's degree in Law, majoring International Criminal Law; and a BA in Judicial Science with a specialization in International Law from the University of Messina (Italy).