

CONSULTANT

Summary

Business focused professional with a passion for healthcare and patients. Leverage experience and expertise to help businesses execute on their strategic initiatives. Experience in managing experience design and human-centered focused projects, strategy planning, logistical planning and execution, strategic change management, corporate communications, project management, and learning design. Known for an innate ability to diagnose problems and develop creative solutions tailored for each organization. Extensive experience leading teams and developing team members at varying levels in their career, as well as being able to work in complex organizations.

Experience

09/2015 to Current

Consultant Company Name 1/4 City, State

- Most significant projects Â§ National Audit Firm - Led an experience design initiative to understand what people do, how they work and the systems they use.
- Showed leadership where gaps existed and how to close those gaps to increase productivity and foster positive working relationships across the organization.
- Managed an innovative and creative team as we used a user-centric design approach to gain a greater understanding of the major audiences represented, and developed a plan to effectively roll out a new service desk to the organization.
- Managed client relationship and responsible for final deliverable delivery.
- National Healthcare Insurer - Led the corporate communications workstream.
- Executed strategic communications activities to support of awareness and adoption of the upcoming implementation.
- Created dynamic communications, thinking outside the box to promote the benefits of the new system in addition to the impact to the organization and its customers.
- Conducted pulse checks and executive interviews to understand level of involvement and stakeholder engagement, making adjustments along the way as needed.
- National Healthcare Insurer - Led an organizational change management assessment.
- Met with executives and managers to understand organizational impacts of the upcoming change.
- Provided a research-based analysis with recommended activities to support the upcoming multi-year roadmap.
- Global Pharmaceutical Organization - Led the change management, communications, and project management work streams.
- Developed a strategic change strategy coupled with a dynamic communications plan to target global audiences at various levels of maturity, including the executive team.
- Applied key messaging and organizational sponsorship to create awareness of the change and provide employees with resources to understand why it was happening and the impact to them and the organization.
- Leveraged surveys and in person interviews to take a pulse of the change, and made changes based on feedback.

02/2013 to 08/2015

Senior Consultant Company Name 1/4 City, State

- Most significant projects.
- National Healthcare Provider - PM for Time and Capability Assessment.
- Created and executed an activity survey for 60+ employees.
- Developed and executed a skills assessment for the CFO and direct reports.
- Managed the project work plan and supporting activities.
- Provided an analytical based recommendation for a business partner model transition.
- Regional Healthcare Provider - Managed the development and implementation of a strategic change management, communications, staffing, and recruitment strategy for a re-organization under the CFO.
- Supported the implementation for a Finance Business Partner Model throughout the organization with an aggressive transition timeline.
- National Pharmacy - Change Management and Communications Site Lead for the Mid-Atlantic States during a Pharmacy transformation.
- Planning, development, and management of a comprehensive national communications strategy across the organization.
- Supported the internal communications team with ideas C.
- Melnick Page 1 and execution for patient communications.
- Quantified training impact and tracked completion for 5k+ employees.
- Supported go-live activities including daily communications to company c-suite, executive leadership, and impacted users.
- Regional Healthcare Provider - Change Management and Communications lead during an Epic implementation spanning 5 locations across a regional health system.
- Supported executives, clinical staff, and physicians.
- Created dynamic communications to promote engagement, awareness, and adoption.
- Utilized metrics to understand readiness, impact, and adoption rates.
- Organized unique training simulations to ensure everyone was ready and prepared for the new system on Day 1.
- Global Pharmaceutical Organization - Training lead for global Workday implementation.
- Created a training strategy capturing the needs of different cultures and maturity within the org.
- Partnered with the global learning team to translate all materials into 9 languages and created a global train the trainer program that was self-sustaining.

03/2010 to 01/2013

HR Development Associate Company Name 1/4 City, State

- HR Dashboard creation and implementation

- HR Dashboard - creation and implementation.
- Project Manager for a team of 14.
- Collaborated with corporate communications to develop and execute a communications plan.
- Trained nine c-suite executive leaders on functionality and features.
- Managed executive leadership relationships and acted as a conduit for the CHRO's vision of the tool - Applicant Tracking System selection and implementation - Project Manager for a team of 12.
- Partnered with IT to create the project charter, requirements document, and project budget.
- Created project organizational chart, risk and governance guidelines and escalation process.
- Collaborated with HR, Finance, and IT leaders to gain executive approval.
- Built and executed the implementation plan and roadmap.
- Developed and executed the change management plan.
- Partnered with L&D to create a training program.
- Coordinated with IT developers to align and map key metrics with the HR Dashboard.
- Borderless Forest, a flexible work program - development and implementation.
- Created a flexible work program pilot.
- Worked with c-suite executives and direct reports for buy-in and support.
- Led the rollout of the pilot and collected feedback to review with the c-suite for overall program approval.
- Developed and executed a change management and communications plan, collaborating with the communications team.

08/2000 to 12/2007

Director of Business Development and Operations Company Name 1/4 City , State

- Business Development - Oversaw restaurant investment expansion from 3 to 90+ locations in three states over five years.
- Took the business from red to black in less than one year.
- Cultivated relationships with chefs, venture capitalists and vendors.
- Provided expertise in the areas of FOH/BOH flow and design, marketing, menu development, staff selection, training, opening night launch and post open follow-up.
- Helped guide chefs and VCs on the importance of the overall experience of the customer and understanding how to keep people coming back, it's more than just the food.
- Operations - Ensured all IT, POS systems reported and captured metrics accurately and timely.
- Forecasted and planned future events to ensure staffing, supplies, equipment and resources were appropriate and cost effective.
- Managed office operations including ordered supplies, managed relationships with vendors, and negotiated new contracts.
- Sourced and recruited over 450 employees for company office and restaurant division.

Education and Training

2010

Masters of Business Administration : Marketing and Organizational Management Baruch College, Zicklin School of Business 1/4 City , State
Marketing and Organizational Management

2000

Bachelor of Science : Business Management and Justice Studies Arizona State University 1/4 City , State Business Management and Justice Studies

2012

Prosci, Change Management Certification

2012

- Human Resource Certification Institute, Professional Human Resources (PHR)

Skills

go-live, approach, benefits, budget, Business Development, c, Change Management, change management, contracts, corporate communications, client, delivery, features, Finance, Human Resource, Human Resources, HR, leadership, marketing, materials, messaging, office, organizational, POS, program - development and implementation, project management, recruitment, research, staffing, strategy, strategic, surveys, trainer, unique, vision