**DOREEN NICHOLS**

**GLOBAL HUMAN RESOURCES LEADER**

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Global HR leader with a demonstrated track record of driving cultural transformation, scaling high-growth organizations, and delivering innovative talent strategies that align with business objectives and promote inclusivity, performance, and organizational success.

**Areas of expertise**

Learning & Development | HRIS Implementation | Global HR Operations | Organizational Design & Development | Talent Management | DEI&B | Change Management | Performance Management | Employee & Labor Relations | Board & C-Suite Consultation | Leadership Coaching | Budget Management | Mergers, Acquisitions & Divestitures | Recognition Programs | Project Management | Communications

**EXPERIENCE**

**Amylyx Pharmaceuticals, Cambridge, MA 2021 - 2024**

**Head, HR Business Partnering and Global Talent**

Designed and executed global talent strategies to create an inclusive entrepreneurial culture, enabling employees to exceed business objectives in a matrixed start up and non-hierarchical environment.

* Established partnerships with C-Suite, and key departments including Marketing, Clinical, Medical, Patient Services, and Commercial to drive innovation and addressing ALS community demands while supporting business growth.
* Led HR initiatives for IPO readiness by aligning workforce planning and cultural transformation.
* Expanded HR team to scale workforce from 71 to 400 globally, including hiring 100+ commercial employees within 90 days for the successful launch of Relyvrio™, the company’s first FDA-approved product.
* Co-implemented a comprehensive compensation strategy to recognize an environment of exceptional performers.
* Launched a global performance management process achieving a 98% review and goal completion rate, and supporting the company’s goal to sustain a high-growth, high-performance culture, integral to driving business success.
* Developed and led learning and growth initiatives, achieving a reduction in training costs while enhancing employee skills, drive productivity, and improve organizational performance.
* Co-launched a global recognition program that exceeded participation goals by 25% and achieved a 75% engagement rate, boosting morale, highlighting and acknowledging excellence that drove business success.
* Prepared HR analytics for Board, identifying key areas for global growth, employee development, and system implementation.
* Designed and facilitated first executive leadership talent review to address talent gaps, enhance managerial practices and increase employee retention critical for maintaining business success.
* Revamped onboarding processes achieving 98% new hire satisfaction and faster time to productivity.
* Partnered with IT as the HR usability testing and communication lead to roll out new self-service HRIS system.

**Eversource Energy, Norwood MA 2017 - 2021**

**Vice President, Talent, Culture and Organizational Development**

Led the people and culture strategy across 3 states for 8,000 employees in a union environment; implementing initiatives that attracted, developed and retained talent, earning company recognition in energy, diversity, ethics, and talent development.

* Implemented people and culture transformation initiatives, including a develop-vs-recruit plan, which increased employee engagement by 20%, reduced turnover, exceeded diversity goals, and improved customer satisfaction rankings from 4th to 3rd quartile in J.D. Power’s Utility Study.
* Orchestrated IT change management projects ranging from 800K to $80M, to ensure reliable utility services, reduce service disruptions, comply with all relevant laws and regulations, and improve the customer experience.
* Achieved $8M in savings by implementing an optimized recruitment process outsourcing strategy and conducting all executive searches in-house.
* Presented workforce insights on employee engagement, diversity goals, and capabilities to the Board of Directors, enabling informed decisions for short- and long-term objectives.
* Transitioned union line workers from paper to technology-based systems to deliver just-in-time service.
* Onboarded 850 gas employees seamlessly following a government-mandated acquisition, ensuring operational readiness.

**Tulane University and School of Medicine, New Orleans, LA 2013 - 2017**

**Vice President, Workforce Management**

Developed HR infrastructure and people programs, moving function from transactional to strategic business focused.

* Developed and led audit process for new HRIS system, optimized workflows, and implemented fixes to reduce defects and improve efficiency.
* Liaised with the Benefits Committee, to enhance benefit design ensure competitiveness and maximize long-term affordability.
* Developed, delivered, and executed change management methodologies to meet external and internal factors that impacted process, business initiatives, and all levels of Tulane’s 6,000 employee population.
* Partnered with Office of Internal Equity to support employee and student diversity and inclusion initiatives.
* Developed communications strategy, earning the *Marcom Award*, sponsored by the Association of Marketing & Communication Professionals, and *Signature Award* sponsored by the Plan Sponsor Council of America.
* Orchestrated a voluntary separation program to successfully trim an annual budget deficit of $15 - $20 million.

**Luxottica Group S.p.A, Mason, OH 2011 - 2013**

**Vice President Human Resources, LensCrafters Brand**

Architected a 3-year people strategy that developed, engaged and leveraged 15,000 associates to be brand ambassadors, create customer signature experiences, cultivate a sense of community, and deliver extraordinary results.

* Led a team of 4 and partnered with brand leaders to deliver a strategy focused on mission, retention, organizational health and development that resulted in an 8% increase in employee satisfaction and a revenue increase of $750M over three years.
* Crafted the first North America performance calibration program and talent strategy resulting in a successful increase in organizational effectiveness leading to 20% of LensCrafters talent filling critical roles in two years.
* Managed a $500K budget to transform workspace, promoting cross functional collaboration and more fluid communication.
* Developed and executed strategy to hire 43+ eye doctors as employees or sublessors within a year to support store growth.

**DN Consulting, Boston, MA 2010 – pres.**

**Owner and Principal** delivering business consulting and HR services to small businesses.

**Staples Inc., Framingham, MA 2001 - 2010**

**Vice President, Global HR, Associate Relations, and Diversity**

Promoted to lead the HR corporate function across 27 countries, develop and manage a global team of 11 Sr. HR Business Partners to support massive growth from 55,000 to over 125,000 employees.

* Managed the successful acquisition and integration of 30,000 Corporate Express employees.
* Awarded a $2.9M budget to advance diversity, earning a ranking on DiversityInc’s Top 50 list for retaining executive women, and one of the Top Ten companies for recruitment and retention of a diverse workforce.
* Successfully integrated diversity initiatives into customer proposals, showcasing achievements that secured a $57M contract with Bank of America and a $1.9M deal with the City of San Diego.
* Created Global Management Trainee Program that resulted in new store openings in India and Argentina, secured government contracts in Brazil, and increased customer satisfaction scores from 40% to 86% in China.
* Built a 1200-employee emerging markets team in Asia, India, and South America to bring $1.1B in revenue in 3 years.
* Designed and rolled out shared services centers in South Carolina and India to streamline business processes.
* Investigated high-profile employee and compliance cases, providing solutions to cut litigation costs by 40%.
* Created and revamped HR policies and procedures that raised engagement ranking from 50% to 80% and earned Top Places to Work accolades in the Boston Globe Magazine.

**Director, Global HR, Associate Relations, and Diversity**

Created and executed the HR Business Partner model for a global workforce, managing a global team of six.

* Conceptualized and conducted 6-month diversity initiative, *Reflect the Face of the Customer*, resulting in increased leadership diversity, cultural awareness, employee engagement, and customer satisfaction.

**RELEVANT LEADERSHIP EXPERIENCE**

**Human Resources Director,** **VI Technologies, Watertown, MA – Company closed.**

Recruited to establish an HR organization in a PE-backed start-up, supporting a rapidly growing team from 20 to 100 employees, focused on blood cleansing, AIDS and Mad Cow Disease research.

**Human Resources Manager, Americas**, **IONA Technologies**, **Waltham, MA – Company sold.**

Hired to support professional services with a team of 5, executing the HR strategy and project manage multiple acquisitions.

**Director*,* Human Resources, Genzyme Corporation (a Sanofi Company), Cambridge, MA.**

Hired to develop and roll out an HR Business Partner model across enterprise and align HR strategy with business goals.

* Managed and coached a team of 4 HR business partners in areas of planning, relationship building and development.
* Strategic HR Business partner to R&D, Medical Affairs, Therapeutics, Regulatory Affairs, Clinical, and Manufacturing.
* Led HR due diligence for a total of 10 divestitures, acquisitions, mergers, and strategic alliances.

**Business Owner and Operator**, **Jai Salon**, Framingham, MA

Owned and operated a full-service day spa, successfully managing all aspects of business operations including staff management, customer service, and financial oversight, while offering a comprehensive range of skin, nail, and hair care services.

**EDUCATION | CREDENTIALS**

**BS, Human Resources Technical Management,** DeVry University

**C-level Executive Management Program,** Babson College

**SHRM, SCP Certification,** Society for HR Management – Expired

**Licensed Esthetician,** Commonwealth of Massachusetts

**Notary Public,** Commonwealth of Massachusetts

**BOARD MEMBERSHIP | AFFILIATIONS | AWARDS**

**Board Membership:** Northeast Human Resources Association

**Affiliations:** SHRM **|** NAACP **|** Women of the Harvard Club | EforAll - Entrepreneurship for All

**Awards:** Visionary Women of Excellence Unity First News **|** Black Achievers YMCA **|** Project Hope **|** Associated Industries of Massachusetts Sustainability

**TECHNICAL SKILLS**

Workday **|** HCM **|** Kronos **|** SAP **|** PeopleSoft **|** SuccessFactors **|** MS Office **|** Prezi | Virtual Meeting Platforms