

Mary-Helen N. Nsangou, MBA, ACC

Building thriving organizations through insight-driven talent strategy, listening, and partnership

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Builds high-trust partnerships and leads enterprise talent strategies that translate vision into equitable, human-centered systems. Proven ability to build and scale talent management functions in high-growth, tech-enabled organizations. Shapes environments where people thrive—through inclusive leadership, scalable solutions, coaching and agile change—driving engagement, growth, and lasting impact.

Core Competencies

Talent Strategy & Scalable Program Design	Career Architecture & Internal Mobility
Organizational Development & Change Leadership	Employee Engagement, Inclusion & Experience
Leadership Development & Succession Planning	Executive Coaching & Facilitation
Performance Management & Manager Effectiveness	HR Analytics & Data-Driven Insights

Experience

MH Insights Consulting, Brookline, MA

April 2017 - Present

Principal Organizational Effectiveness Coach & Consultant

- Activate organizational transformation through executive coaching, leadership programs, and data-informed development strategies, driving measurable gains in engagement, performance, and change readiness.
- Lead organizational assessments and deep stakeholder engagement to inform the design and activation of talent philosophies, career architectures, and competency frameworks to enable growth, clarity, and internal mobility.
- Coach and advise global social impact ventures (U.S., Africa, Caribbean) across leadership and strategy; clients have secured over \$400K in competition awards, including the \$100K MassChallenge Diamond Prize.

Equip Health, San Diego, CA (Health-tech startup)

July 2022 - October 2024

Director, Talent Management (Remote)

- Built the Talent Management function from the ground up to support growth from 200 to 500 employees.
- Developed and deployed integrated talent programs - onboarding, performance management, manager development, job architecture, career pathing, and leadership coaching - aligned from entry-level to executives.
- Rolled out award-winning engagement initiatives, increasing employee listening participation by 50%.
- Created and delivered Leadership Essentials workshops and peer learning programs to increase leadership skills; trained and coached 110 managers achieving 97% performance program participation and 95% satisfaction.
- Led Talent Management team using Agile; leveraged data to measure program impact and optimize adoption.

Mass General Brigham, Somerville, MA (New England's largest academic medical system)

January 2018 - July 2022

Director, Talent Management and Organizational Effectiveness, Digital

- Stood up the inaugural talent strategy for the new Data & Analytics Organization, uniting previously siloed teams, designed leadership competencies and development experiences for 40+ people managers.
- Crafted agile programs spanning onboarding, talent mobility, DEI, OKRs, performance management, and engagement, fueling a 12% increase in diverse hires and a 15% engagement lift during the shift to remote work.
- Unified a 2,500-member Data & Analytics community across 14 institutions to foster collaboration, accelerate knowledge sharing, and enable system-wide alignment on how data improves patient outcomes.

Senior Organizational Development Consultant

- Analyzed leadership needs across 74,000 employees and launched the creation of enterprise-wide leadership competencies to enhance leadership consistency, anchor talent strategy, and drive positive health outcomes.
- Partnered with hospital CEOs, physician leaders, and HR to plan and guide the merger of two hospitals and a physician group, aligning strategic priorities, unifying governance, and integrating cultures.
- Formed a cross-functional council and pioneered engagement-boosting tools and coaching for 5,000 employees, including the "Toolkit for Belonging," driving a positive employee experience across the enterprise.

Root Capital, Cambridge, MA (Global impact investor & CDFI)

January 2013 - March 2017

Senior Director, Global Human Resources; Director of Human Resources

- Shaped and executed HR and talent strategies across 14 countries, enhancing onboarding, engagement, and performance systems to build efficiency, boost employee engagement and accelerate talent development.
- Fostered user-centered design of leadership principles to define ways of collaborating, communicating, and partnering globally; facilitated change adoption resulting in aligned behaviors and higher employee engagement.
- Deployed the first global job architecture and compensation frameworks, driving internal mobility, and instituted manager development programs, elevating employee retention by 20%.
- Built and led a high-performing global HR team, applying Lean methodologies to drive alignment and excellence.

Allston Brighton Community Development Corporation, Allston, MA (Nonprofit developer)

Feb. 2008 - Dec. 2012

Executive Director

- Reported to the Board of Directors, setting vision, strategy, and operational execution for an \$80M affordable housing portfolio; transformed an 8% deficit into a 12% surplus.
- Activated organizational programs, overseeing directors and cross-functional teams to deliver impactful services while building leadership capacity, driving retention and increased community investments.
- Executed a merger strategy consolidating asset management between two community development corporations, strengthening financial sustainability and operational efficiency.
- Secured funding and partnered with financial institutions to expand mortgage, affordable housing, and small business lending access, advancing economic stability for thousands of residents and small business owners.

Relevant Leadership Experience

- In progressive roles at ABCDC, led HR, developed managers and community leaders, taught thousands of first-time homebuyers—honing inclusive facilitation skills, led fundraising, communications, and administration, partnered with government and financial institutions to expand Impact.
- As a Peace Corps volunteer in Cameroon, established rural women's groups to design economic empowerment, community health and leadership programs.
- Fluent in French (ILR Level 3); Conversational Spanish

Education & Certifications

- MBA, Management – Bentley University (High Distinction)
- General Management – Harvard Business School
- BA, Ethics – Wesleyan University (Honors)
- ACC Coach – International Coaching Federation
- Team Coach – Team Advantage
- Agile Coach, Agile Scrum Master – Scrum Inc.
- Strategic Workforce Planning, Leadership Development & Succession Strategist – Human Capital Institute
- Diversity-to-Belonging Facilitator – Veritas Culture

Community Leadership

- Facilitator, Harvard Business School Alumnae Circles
- Start-Up Mentor, MassChallenge
- Board Member, Massachusetts Association of Community Development Corporations
- Steering Committee Member, The Alliance - Advancing Community Development by Confronting Racism
- Mayoral Appointee, City of Boston Climate Action Community Advisory Committee