

MARIA RUIZ

HEAD OF LEARNING & TALENT MANAGEMENT

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WHY ME

Talent development leader with 20+ years' experience creating and executing strategies to enhance career growth and leadership development.

Drive accountability and embed excellence across organizations.

Foster culture of continuous learning and growth.

EXPERTISE

Talent development strategies

9-box talent reviews

Individual development plan (IDP)

AI-powered career pathing and succession planning

Leadership and executive coaching

Organizational strategy

Internal mobility strategies

Learning and development

Instructional design and facilitation

Project management

Change management

TALENT MANAGEMENT EXPERIENCE

COMMONWEALTH CARE ALLIANCE

5/2018 – present

Director, Organizational Development & Learning, 1/2024 – present

Deliver strategic leadership for talent management processes for healthcare service firm with 2K employees. Establish frameworks for performance reviews, succession planning, and development plans in partnership with HR to advance leadership readiness and internal mobility across organization. Collaborate with HR business partners and leaders to configure systems, lead change management, and align organizational talent and growth strategies. Lead project to implement Workday's Talent Optimization Module and execute organization-wide Talent Development Framework. Serve as co-chair and HR liaison of ERG for Hispanic/Latino and Allies Diversity Network.

- Created 4.8K+ goals for 1.6K employees and achieved 95% attendance in manager and employee webinars by executing Goal Setting Initiative including project and communication plans, guides, and S.M.A.R.T. goals template
- Enhanced succession planning and career development by implementing enterprise talent framework with 20 core competencies, 11 eLearning courses, and 12 live workshops, engaging 360+ employees in self-directed learning
- Achieved 100% on-time onboarding for new managers by redesigning New Manager Onboarding Program including new learning plan, dedicated People Manager's Corner in LMS, and 34 customized eLearning courses
- Improved productivity by creating articles and how-to guides that fed AI-powered Workday Help Center chatbot to support end-users to find answers or information related to their search
- Boosted IT workforce engagement scores in department-specific survey results in 12 weeks by leading focused learning initiative, coordinating and equipping senior leaders to co-facilitate 6 Lunch & Learns, and developing all supporting materials

Director, Management Development, 5/2018 – 12/2023

Led talent management strategy to enhance manager effectiveness across organization with 400+ leaders. Conducted comprehensive needs analyses via focus groups and developed multiple targeted learning initiatives to support high-performance culture while leveraging AI within Articulate 360 to design content. Created scalable 3-tiered competency model for ICs, managers, and leaders. Selected and introduced LinkedIn Learning as new learning platform. Founded Hispanic/Latino ERG.

- Raised internal leadership readiness by executing 23 manager onboarding cohorts for 313 leaders in 3 years and revamped program to virtual eLearning experience in response to COVID-19—recognized by leadership for exceeding expectations
- Increased LinkedIn Learning seat activation to 87% (above benchmark) and boosted manager video engagement by 50% with custom Manager Bootcamp series
- Achieved 45 completed IDPs in 90 days and enhanced self-directed career development experience and manager-employee collaboration by automating interactive development planning toolkit, now embedded in talent practices
- Supported talent strategy by building branded Performance Leadership Cycle including goal setting, feedback, development planning, and performance reviews—created robust communications plan to ensure adoption and engagement

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PAGE 2 | MRUIZCLARK@GMAIL.COM | 305-608-6366

TECH

Productivity & Collaboration

MS Teams, Office 365,
Smartsheet, Zoom, Kahoot!

Human Capital Management

ADP, Workday

LMS and Course Development

Articulate 360, Camtasia,
Canva, Docebo

Employee Experience

Culture Amp, Epic

MEMBERSHIPS & COMMUNITY

Senior Human Resources Network
(SHRN), member

Boston OD Network, Boston
Facilitators Roundtable (BFR),
member

Association for Talent
Development (ATD), member

Cradle for Crayons, volunteer and
team organizer

Shattuck Cottages, volunteer

Jimmy Fund Scooper Bowl,
volunteer and team organizer

TALENT MANAGEMENT EXPERIENCE CONT.

MANDARIN ORIENTAL HOTEL GROUP

11/2013 – 4/2018

Director, Learning & Development

Led learning and development initiatives for award-winning leader in luxury hospitality with 10K employees globally. Aligned talent strategy with business goals. Spearheaded talent reviews with executive team for career mobility, development and succession planning, and talent retention programs for Boston property. Developed and delivered comprehensive training toolkits including facilitator guides, branded materials, and execution plans for global implementation. Selected to represent The Americas Hotels as lead L&D director to curate and re-design company's onboarding program.

- Delivered global onboarding solution for 380+ employees by leading full redesign of company-wide program focused on service standards, guest experience, and cultural alignment—trained 6 L&D leaders to implement program in their hotels
- Sustained Forbes Five-Star designation for 5 consecutive years by leading ongoing audits and training on luxury service standards in partnership with executive team
- Co-designed and piloted 1st full-suite Leadership Development Program for 12 managers in partnership with SMEs—program continues to exist after 10+ years
- Achieved 100% promotion and placement rate by leading Manager in Training (MIT) program and overseeing logistics, rotational placements, and coaching 3 trainees through 18-month development plan and capstone projects

PEOPLE DEVELOPMENT SOLUTIONS

8/2012 – 10/2013

Head Consultant | Organizational Leadership Development

Provided customized solutions for business performance opportunities spanning employee growth, product innovations, customer loyalty, and financial goals. Trusted advisor to general managers and CHROs in hospitality Industry.

- Established core identity and service standards for ultra-luxury private hotel in Canouan by advising general manager on development of company's vision, mission, and culture during pre-opening phase
- Filled 600+ roles including HR Director by leading recruitment strategy, behavioral interviewing training, and planning for 2-day hiring event—established protocols and oversaw daily HR operations to support pre-opening staffing and training

EDUCATION & CERTIFICATIONS

WESTERN NEW ENGLAND UNIVERSITY, B.A., Marketing & Communications

Leadership Development Program, Lee Hecht Harrison (LHH), 2021

Harrison Assessment Debrief & Coaching Accreditation, Harrison Assessment Intl, 2021

Harrison Assessment Certified – Employee Development, Harrison Assessment Intl, 2021

Everything DiSC Workplace Practitioner, Integris Performance Advisors, 2020

MBTI Step I & II Certified Instructor, Center of Applications of Psychology Type, Inc. (CAPT), 2008

Corporate Coaching for Leaders, Coaching Clinic/Coach People, Inc., 2007

Fluent in Spanish