

TALENT MANAGEMENT • LEARNING AND LEADERSHIP DEVELOPMENT LEADER

Leader and Business Partner with demonstrated success building engaged, talented organizations that deliver outstanding qualitative and quantitative results in 5 Fortune 200 organizations. Recognized as a best practice practitioner in Dana Gaines Robinson's book, "Strategic HR Business Partner". Recipient of two Bersin & Associates "Learning Leaders" best practice program awards and Certified Green Belt in Six Sigma. **Key Competencies Include:**

- ✓ Organizational Health & Effectiveness
- ✓ Employee Engagement & Experience
- ✓ Performance Improvement
- ✓ Talent Management
- ✓ Succession Planning & Talent Reviews
- ✓ Learning Strategy & Distance Learning
- ✓ Diversity, Equity, Inclusion & Belonging
- ✓ Management-Leadership Development
- ✓ Management & Executive Coaching

PROFESSIONAL EXPERIENCE

WELLFORCE, Burlington, MA – A Healthcare System including Tufts Medical Center, Lowell General & more 2021– 2021

System Director, Talent Management & Learning (6 Month Gig)

Formulated the Talent Management and Learning Strategy for this inaugural, centralized Human Resources organization.

- Designed the strategy, approach, structure and goals for the newly forming Talent Management & Learning organization.
- Designed and implemented a 3-year approach for reinventing Performance Management across the system.
- Led the training strategy for implementing the full suite of Workday's human capital management system across the 6 business units of this 14,000 employee integrated healthcare system.

SENIOR HUMAN RESOURCES NETWORK(SHRN), INC- Northboro, MA - A Non-profit dedicated to the Career Advancement & Development of Senior HR Executives across New England. 2020 – Present

Board Member and Co-Lead for Learning & Development Cohort (Volunteer/Non-paid)

Serve on the BOD for this highly successful and prestigious non-profit organization. Appointed co-lead of Learning and Development Cohort, which designs and delivers solutions for member HR Executives on contemporary HR challenges and best practice areas.

LIFESPAN CORPORATION, Providence, RI 2016 – 2020

Vice President, Talent Development and Employee Experience (2018 – 2020)

Promoted to develop and implement the strategy to optimize Employee Engagement and Experience as a lever to achieve Patient Experience and other business targets. Lead a high-performing team supporting 15,000 employees in Rhode Island's largest Healthcare system

- Increased company engagement score by 12 percentiles by achieving significant improvement in 72 of 74 areas measured.
- Led a company-wide initiative to identify, launch and fully integrate a whole new set of Shared Values. These values are now fully inculcated and evident in all strategic initiatives, talent practices and performance results.
- Team drove notable improvements in several HR processes including On-boarding & Orientation, Learning & Development, Leadership Development, Diversity & Inclusion, Rewards & Recognition, Succession Planning and Performance Management.

Director, Learning & Leadership Development (2016 – 2018)

Reported to the Chief Human Resource Officer in direct collaboration with CEO & senior leadership team.

- Architected a talent management function and team from scratch.
- Partnered with head of Compensation to institute a "Pay for Performance" approach with Merit-based reviews.
- Designed and delivered home grown Leadership Development programs to over 1000 leaders. Programs earned outstanding feedback and on-the-job performance scores and were over-subscribed.

CITIZENS FINANCIAL GROUP / CITIZENS BANK, Providence, RI 2014 – 2015

Senior Vice President - Talent, Learning & Leadership Development Partner

- Designed and executed the development strategy for Consumer Banking, Business Services and Corporate Functions (Over 15,000 colleagues and leaders), including Talent Reviews, Succession, Coaching, and 360's.
- Led team of Development & Learning consultants charged with driving the development of organizations, teams and leaders.
- Significantly improved employee engagement scores by designing and implementing company-wide improvement initiatives.
- Prepared and delivered presentations to the CEO and Board of Directors on strategic talent plans and results.

Vice President, Fidelity Enterprise Services Learning & Development

- Transformed the learning organization from a reactive/order taking group to a much more strategic, business-oriented team. Achieved **\$10M** business growth for our partners.
- Reduced headcount and budget by over **\$1M/year** for 4 straight years while increasing # of customers served.
- Achieved **highest Employee Engagement scores** in HR from 2011-14 with this team of 82 L&D experts.
- Designed and successfully implemented an off-shoring strategy that moved transactional training work from the US L&D team to India employees and vendors at a savings of **\$1.1M** annually.
- Recognized annually with equity shares and bonus awards for high performance, leadership and results.

TEXTRON INC., Providence, RI

2006 – 2009

Director, Performance Solutions (Promoted in 2008)**(2008 – 2009)**

- Led Textron's Executive Development Program and participated on the Talent Management leadership team.
- Created a Value-Centered Selling curriculum and coaching process for this **\$14B** Sales organization. One sales leader applied his learning to secure over **\$6M** in business, which he directly attributed to the program.
- Partnered with The Wharton School to design and deliver a Strategic Partnering program for the top 135 Finance leaders. Highest rated program at Textron in participant satisfaction and on-the-job results.

Performance Solutions Manager**(2006 – 2008)**

- Developed a Growth Leadership Program recognized as a Best Practice case study by Bersin & Associates and awarded a Global Learning Leaders Award. Quantified **\$5M+ of direct business impact** for the program.
- Identified performance needs and solutions for the global Finance, Sales and Marketing teams (HR added '08).
- Formulated the learning strategy for Supply Chain function and drove performance improvement activity. Deployed Materials Excellence Program that received Bersin & Associates' "Operations Excellence Award".

PROCTER & GAMBLE – GILLETTE BUSINESS UNIT, Cincinnati, OH and Boston, MA

2005 – 2006

*1999-2005 for Gillette; 2005-2006 for P&G, which acquired Gillette***Manager, Global Learning Services**

- Chosen to play a leadership role on the HR integration team for the merger of P&G and Gillette. Helped shape the reengineering of P&G's Talent Management processes and L&D organization.
- Designed and deployed Gillette's highly successful global Leadership & Professional Development curriculum.
- Led a project team that launched, integrated and institutionalized a Learning Management System (LMS).

THE GILLETTE COMPANY, Boston, MA

1999 – 2005

Manager, Sales Training, Learning & Consulting**(2002 – 2005)**

- Led team responsible for design and delivery of training programs for Field Sales personnel throughout North America.
- Led Organizational Design initiative for a Country Manager to launch the Gillette Canada organization.

East Region Retail Training Manager & North American Retail Training Manager**(1999 – 2002)**

- Planned, designed and delivered Sales and Leadership Development curriculum and training.
- Received Gillette "Winner's Circle Award" for outstanding partnership with Sales organization.

EDUCATION**Master of Science, Adult and Organizational Learning**Suffolk University, Boston, MA- GPA: **4.0 / 4.0** - Awarded the "**Most Outstanding Graduate Student**" award**Bachelor of Science, Business Administration**Providence College, Providence, RI - Graduated with **Magna cum laude** honors.**CERTIFICATIONS AND MEMBERSHIPS**

- Recipient of 2 Bersin & Associates "Learning Leader" awards.
- Certified in Situational Leadership II (Ken Blanchard).
- Certified Green Belt in Six Sigma.
- Certified Exec. Coach/360 (Lominger, DDI, McKinsey, others).
- Certified in Myers-Briggs Type Indicator (MBTI).
- Member of Human Resources Leadership Forum (HRLF).
- Panel Speaker for Association for Talent Development (ATD).
- Certified in McKinsey Org. Health Instrument (OHI).