

PROFILE

Senior talent development professional with a reputation for designing and leading highly successful HR programs that accelerate achievement of business goals. Expertise in the talent development lifecycle, including learning design and delivery, diversity and inclusion, community building and engagement, and organizational development. Skilled in blended learning, instructional design, and virtual delivery with a focus on leadership development.

Areas of expertise include:

- Strategic Program Development
- Learning Design and Delivery
- Leadership and Professional Development
- Employee Engagement and Belonging

PROFESSIONAL EXPERIENCE

DIRECTOR OF ADMINISTRATIVE PROGRAMS/PEOPLE STRATEGY

July 2018 – July 2021, Boston, MA

Beth Israel Lahey Health Office of Philanthropy

Using People Strategy to Achieve Business Goals

- Coached senior leaders on human resource strategy to retain top talent, identify high-potential staff, and use data to drive decision-making resulting in low turnover and average tenure to 5 years, above the industry standard
- Implemented values- and competency-based behavioral interviewing process resulting in an all-time high number of new hires in a fiscal year and decreasing bias in the hiring process, doubling gender and racial diversity on staff
- Implemented streamlined recruiting including metrics limiting key decisions to 48/48/72 hours for each stage in the process resulting in decreased time to hire by months
- Recruited and onboarded over 50 staff in three years from entry level administrative support to front line fundraisers (sales) and senior directors in operations and technical roles, external and board relations
- Designed a robust onboarding program which promoted an early sense of belonging to the organization and increased levels of employee engagement
- Supported \$117M sales goal with people strategy for ~160 employees at 13 sites in a highly matrixed organization
- Managed team, budget, and strategic direction of all talent initiatives, liaised with Employee Relations, Talent Acquisition, Benefits, Compensation, HRIS, Learning and Development, Organizational Development

Developing Best-in-Class Programs

- Designed and employed 30-60-90 day feedback model for managers which established new hire self-efficacy
- Researched and implemented industry best practices for effective new hire onboarding
- Consulted on performance and employee development by using the 70-20-10 model that supports diverse learning and development needs with minimal budget impact
- Designed and delivered best-in-class training programs using a variety of approaches, including classroom-style and virtual facilitation, supplemented by job aids and peer support programs

Employee Experience

- Integrated results and feedback from annual employee engagement survey into strategic initiatives
- Owned employee engagement, designed and met Objectives and Key Results (OKRs)
- Developed organizational values with senior leadership, managed rollout process, integrated values into talent development life cycle processes
- Designed and delivered strategic content for all-team meetings, including quarterly Town Hall Meetings and staff retreats
- Researched best practices for remote work, developed guidelines and trained managers and employees resulting in 85% of managers and staff being fully prepared for successful remote work prior to the pandemic

LEAD LEARNING GUIDE, InSync Training

Ongoing, Global

- Lead global leadership development programs built to scale for line managers of the Mars Company
- Deliver content on Maximizing Performance, Employee Development, and Engagement, with specific skill development in coaching, impact planning, high performance collaboration, prioritization, and delegation
- Engage learners by supporting seamless, interactive, and engaging learning and development events that keep the facilitator on track and learners interacting with content in a virtual, blended learning format

FOUNDER AND PRINCIPAL, Samaya Consulting LLC

2007 – 2018, Boston, MA

Samaya Consulting focused on developing female CEOs, founders and senior leaders, creating best-in-class programs leveraging relationships, thought leadership and content to help meet business objectives.

Developing People and Organizations

- Managed entire employee lifecycle for an award-winning consultancy, including recruiting, training, and leading high-performing teams to execute major projects for clients
- Created strategic content for Fortune’s Most Powerful Women Summit, the ultimate gathering of women in business, overseeing content and speaker relations, including Fortune 500 C-Suite executives, White House administrators, and non-profit leaders
- Designed 3-day global network of founders and CEOs running high-growth companies for Dell, planned strategic outreach across international markets, created content in alignment with business priorities

Designing and Facilitating Learning Opportunities

- Tested newly launched learning product for an Inc. 500 educational technology company for a community of modern learning designers, provided feedback to CEO on content, online community and learner engagement
- Designed and delivered training programs, symposiums and courses with a focus on executive content
- Trained global events team for Fortune 50 tech company on how to move from “events” to content-driven engagement

Building Community and Designing Strategic Programs

- Served on founding team to form global conference which has won multiple national and global public relations and branding awards for placing the client at the forefront of supporting women in business
- Developed global strategy for innovative engagement program for international entrepreneurs of small & medium-sized enterprises, worked across time zones to support global teams
- Planned inaugural reunion weekend for Albright Scholars linking education and practice for aspiring global leaders with a focus on multidisciplinary perspectives that address global challenges

ENGAGEMENT LEAD, IBIS Consulting Group, Inc.

2017 – 2018, Framingham, MA

- Developed over \$500K in client proposals that design diversity councils, define Business Resource Group mission and roles, and unconscious bias training
- Collaborated on a diagnostic tool to measure inclusion in recruitment/hiring, training, career development, organizational climate and employee engagement, and employer brand and image
- Developed marketing strategy to connect to sales, identified sales targets, performed competitor analysis and product development

EDUCATION

The University of Tennessee, Knoxville, TN, M.S. Education

Western Carolina University, Cullowhee, NC, B.A., Speech Communication, Arts, French Minor, Cum Laude

INDUSTRY INVOLVEMENT

- Senior Human Resource Network
- Human Resources Leadership Forum
- New England Talent Management Consortium
- CASE Strategic Talent Management

CERTIFICATIONS

- Virtual Classroom Instructional Designer (IACET Certified)
- Virtual Facilitator (IACET Certified)
- Work Smart Salary Negotiation Facilitator (AAUW)

AWARDS

- Ivy Exec Top Women-Led Disruptive Businesses (2017)
- Goldman Sachs 10,000 Small Businesses (2016)
- PRSA Silver Anvil for Integrated Communications to B2B (2014)
- Top 50 Global SABRE Campaigns (2013)