

Versatile Human Resources Executive with strategic management expertise, leveraging a deep understanding of people and processes to facilitate business transformation and organizational effectiveness. Renowned for driving engagement and enhanced performance, with strong business acumen and an effective communicator, influencing ethical decision-making and nurturing a people-centric philosophy. Demonstrated expertise in workforce planning and talent management, to quickly identify capability gaps and devise innovative, sustainable solutions that align with the company's vision. A change advocate, committed to building 'customer-first' cultures, integrating HR strategies that reinforce desired behaviors and drive lasting transformation across a wide range of functions and geographies.

- **Talent Management:** Talent Management: Fostered vital relationships with organizational stakeholders, aligning talent strategies with business objectives. Led strategic HR initiatives, such as succession planning, and conducted focus groups to tackle recruitment and retention challenges.
- **Workforce Planning and Transformational Change:** Developed and implemented HR plans for major organizational transformations, ensuring alignment with business goals and business outcomes in radically different contexts, including large-scale global functions and small independent business entities.
- **Diversity, Equity, Inclusion & Belonging (DEIB):** Played a pivotal role as an early champion and sponsor in achieving Dell's 2030 diversity goals, significantly increasing women's representation in the global workforce and leadership positions. Recognized for driving fundamental changes in job requirements to enhance diversity and inclusion across the organization.
- **Human Capital Change Advisor:** Advised countless Fortune 100 companies, utilizing experience in IT-as-a-Service (ITaaS) Human Change Management as a roadmap for shifting to cloud computing and redesigning IT functions.
- **M&A Integration:** Crucially steered the \$67B Dell-EMC merger, blending cultures and operational models across units, and ensuring employee support services were immediately effective. Collaborated with COE leaders and Educational Services, implementing a transformative HR model to align with our new business strategy.
- **HR Team Leadership:** One of only five leaders receiving a score of 100% on employee opinion survey for coaching, developing, mentoring, and playing an influential role in growing HR talent with focused Individual development plans.

Leadership and Human Resources Strengths for Impacting Business Outcomes

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|---------------------------|--------------------------------------|----------------------------------|
| ▪ Strategic Planning | ▪ Organizational Development | ▪ Team Leadership |
| ▪ Workforce Planning | ▪ Talent and Performance Management | ▪ Skills Assessments |
| ▪ Executive Relationships | ▪ Recruitment and Talent Acquisition | ▪ Culture and Change Management |
| ▪ HR Business Partnership | ▪ Employee Engagement and Retention | ▪ Benchmarking and Data analysis |

A Career Defining and Executing HR Strategy to Drive Change

PTC

2022 – 2023

VICE PRESIDENT HUMAN RESOURCES, Boston, MA

Served as Executive Business Partner responsible for a \$2B multinational SaaS portfolio. Influenced C-suite and HR leadership support on establishing foundational succession strategies; initial efforts revealed succession gaps, affecting the company's most critical leadership roles. Designed People Dashboard as an interlock planning tool with Finance during quarterly business reviews, introducing objective key performance indicators (KPI) to monitor employee life cycle.

DELL EMC TECHNOLOGIES

2006 – 2022

HUMAN RESOURCES LEAD, VIRTUSTREAM AND DIGITAL STRATEGY OPERATIONS, Hopkinton, MA (2020 – 2022)

Member of executive team, Head of HR and HRBP leading strategic initiatives for the Virtustream subsidiary of the \$94B technology multinational. Direct workforce planning and engagement for diverse and Next-Gen talent capabilities for 1,000 employees in 12 different countries.

- Vital influencer in building organizational capability as Virtustream changes operational model to IT-as-a-Service and preferred provider hosting the cloud-based Epic healthcare platform.

- Assessed employee base, identified skills gap, guiding and partnered with leadership in redesign of sales compensation plans and modeling workforce requirements to build healthcare, cloud, and Epic certification skills from within.
- Executed lifecycle survey on employee experience end-to-end to support new operational model and influence initiatives across the four employee engagement pillars (ABCD = Achievement, Balance, Connection, Diversity).

SENIOR DIRECTOR OF HUMAN RESOURCES, CCO (2018 – 2020)

Global HR leader working directly with Chief Customer Officer for the corporation and leading strategies focused on improving performance. Served as Business Partner to the Chief Diversity Officer and Chief Responsibility Officer. Led HR team across four US locations.

- Promoted a customer-first culture by developing and executing an end-to-end people strategy, from hiring through development, career advancement, and exit, and defining skills for the future and metrics for success.
- Heightened leadership awareness of organizational talent through top-to-bottom assessment of people that led to calibrations at the global executive level for succession planning and creation of the Talent Acceleration Program (TAP) providing development opportunities, mentors, and training.
- Championed culture-building initiative focused on inspirational leadership, inclusion, and trust, introducing workshops based on “The Speed of Trust” approach and providing the structure for improved engagement.

SENIOR DIRECTOR OF HUMAN RESOURCES, COES, EDUCATION SERVICES, AND MARKETING (2016 – 2018)

Orchestrated implementation of Dell EMC's Global Centers of Excellence located across India, China, Israel, Russia, Egypt, Ireland, and the US, integrating sites and redeploying talent to support new HR model.

- Defined and implemented people strategy, navigating through the complexities of country-specific benefits, government requirements, and local business arrangements to facilitate integration.
- Partnered in creating an HR environment that led to high engagement and retention of staff during integration.

SENIOR DIRECTOR OF HUMAN RESOURCES, OFFICE OF THE CIO (2013 – 2016)

Asked to join CIO-led initiative to transform the IT organization with ~2,500 employees and turn it into the industry model for IT transformation. Led the Human Change Management workstream, developing and executing engagement and communications strategy for the new operating model. Provided leadership to team of eight.

- Presented people strategy behind the organization's transformation to an IT-as-a Service provider to multiple Fortune 100 companies, including Disney, Caterpillar, and AT&T, and contributed to ITaaS white paper.
- Enhanced market competitive, drove internal alignment, and clarified career paths by redesigning IT job architecture supporting new operating model and decreasing the number of job families from 63 to 25.

DIRECTOR, CUSTOMER SERVICE FIELD ORGANIZATION (2011 – 2013)

Promoted to lead change management in organization with 40,000 people as company transitioned to new account segmentation and customer engagement model and moved ~500 people from technical to customer service.

- Championed people strategy, developing project plan and HR roadmap to guide managers in implementing new model, and traveling across the globe to share insights on impact to people and organizations.
- Drove customer-first culture transformation through focus groups creating framework, launch of “Service Culture Champions” demonstrating best-in-class behaviors, and quarterly activities recognizing great service.
- Increased the visibility of issues impacting the ability to recruit and retain women by conducting focus groups with ~100 women and presenting findings to leadership team.

Additional Experience:

EMC: **Senior Human Resource Manager, HR Transformation PMO Office**

TEXAS INSTRUMENTS: **Human Resource Manager, Sensor Products Division**

PERKINELMER LIFE SCIENCES: **Human Resource Manager, Sales and Services, Americas**

HOUSEKEEPING COMPANY: Founded and CEO of small cleaning company.

Education

MA, Industrial-Organizational Psychology, University of New Haven, West Haven, CT

Authored *Explanatory Style, Dispositional Optimism, and Reported Parental Behavior*, *Journal of Genetic Psychology*

BS, Psychology, The College at Brockport, State University of New York, Brockport, NY