

Synopsis: With over 25 years of experience in Human Capital Management (HCM), I am a Global Executive Leader, overseeing the full ecosystem of People Experiences & Optimization, Organizational Effectiveness, Emerging Technologies (AI), Transformation, Learning & Development, Human Resources Strategies (Programs & Projects), for a diverse and dynamic workforce. My mission is to identify and address real-world challenges and opportunities for companies and their people; while also designing and implementing optimal solutions that leverage technologies, and processes. As a leader, I adopt a transformational, collaborative, coaching, and inclusive approach to people management; and a data-focused, strategic, and impactful approach to program and project management. I am passionate about developing innovative and sustainable ways of working and enabling the readiness and success of people in an agile and evolving world.

Industries: Healthcare, Software, Consumer Goods, Transportation, Professional & Business Services, Education (K-12 & Higher Ed), Entertainment, Broadcasting & Entertainment, Non-Profit, Tele-Communications, Marketing & Public Relations, Manufacturing, Technology (IT), Advertising, Government & Financial Services.

Key Skills: Learning Development | Digital Acumen | Employee Experience | Culture Transformation | Community Engagement | People & Business Optimizations | Talent Strategies | Artificial Intelligence (AI) | Change Management | Data - Analytics - Reporting | Global Mobility | Governance | Program & Project Management | Performance Management | Learning Language Models (LLM) | Enterprise Implementations | Organizational Effectiveness | HR Shared Services | Budgeting - Financial Acumen | Technology Implementation | Mergers & Acquisitions (HR).

Highlights:

- Identified the core HR problem spaces with HR tool fragmentation, HR inefficiencies and employee dissatisfaction, which led to the development of the first Strategy to AI-enabled HR digital employee experiences. Enabling a global delivery model resulting in a 56% success rate and 41K hours of productivity gain.
- Led strategic people optimization programs across 125+ global team members, integrating core principles into all HR strategies to drive a culture of belonging and accountability.
- Created Human First, AI enabled Coaching for leaders and mentoring circles program. With a 98% satisfaction rate.
- Designed and implemented the first GTM Inclusive Marketing learning program for product, sales and marketing team. Resulting in an 80% completion rate (highest score for a “non-required learning”).
- Created companies first AI & Human adaptive learning program to assist with knowledge retention and focus on both individual and role-based needs. The program increased knowledge in functional areas by 40% in one quarter and reduced training time by 10%.
- Designed and executed comprehensive talent development frameworks, including leadership development and succession planning, improving retention of high-potential talent by 25%.
- Architected a three-year people and culture transformation roadmap, aligning HR practices with evolving organizational needs to improve performance, agility, and innovation.
- Delivered global employee experience programs, increasing engagement scores through mentorship, recognition, and wellbeing.
- Created award-winning learning and development programs to elevate leadership capabilities and workforce mobility, aligning with future organizational priorities.
- Successfully drove HR systems modernization and governance frameworks, improving operational efficiency and compliance.

Education:

Doctorate, Learning Technologies & Organizational Transformation: **Pepperdine University**, Malibu, CA

Master of Arts, Education & Learning Technologies: **Pepperdine University**, Malibu, CA

Bachelor of Science, Organizational Behavior: **Northwestern University**, Evanston, IL

Additional Highlighted Experience across careers:

Leadership & People Management

- ✓ Manage delivery success through empowerment and accountability by model, coach, care approach. Defining team objectives and outcomes, enabling success across boundaries and helping them adapt and learn. Leading diverse and cross-functional teams, to contribute to the overall effectiveness.
 - Leader and coach of global and diverse teams, with both full-time employees and vendors ranging from 5 – 125 in size.
 - Proactively anticipate opportunities or issues and develop innovative solutions to address the opportunities at the root cause with the intention to arrive at sustainable solutions.

Digital & AI Transformation (HR)

- ✓ Leading from the intersection of technology and HR Business simplified the operational landscape for better employee experience. Managing multiple portfolios, PMO and Governance. Utilizing core Program Management skills to manage complex initiatives, carefully planning, and laying the roadmap out. Taking an architectural approach to understand current systems and data flow, to leverage more clouds solutions for scalability and flexibility.
 - Ensured digital acumen placing our professionals in the driver and passenger seat on the journey to automation, modernization, mobility, and learning new ways to integrate AI.
 - Created a no code / low code (AI) Human Resources innovation program, to ensure HR professionals upskilled for the future of work.
 - Implemented Human First AI assisted Coaching programs for Senior Leaders, resulting in increased participation and satisfaction.
 - Developed companies first AI assisted HR bot to provide HR more opportunities to become more strategic and less tactical and to enhance the overall employee experience.

*Additional Highlighted Experience across career continued***Organizational Development - Effectiveness**

- ✓ Focusing on improving group and department functioning strategically led organizational design efforts (such as, information flow, governance models, organizational restructuring, culture activation), which improved business outcomes. Managed end-to-end people, process, and solutions integrations. Proactively identified risk to minimize disruption. Led effort to integrate at every stage to enable adoption, activation, and growth. Creating new modalities around how we work and maximizing the value of our people. Provided leadership for critical enterprise-wide and cross-functional digital and functional transformation initiatives, keeping employee experiences, strategy, and innovation at the forefront.
 - Provided organizational capability insights to inform strategic decisions, defining long-term capabilities and advising leadership on investment needs.
 - Improved business outcomes through use of data and changes to processes, systems, structure, and culture; recognized patterns through an enterprise and systems thinking mindset.
 - Increased employee engagement scores by implementing targeted initiatives such as mentorship programs, personalized development plans, and recognition programs.

Learning & Development

- ✓ Aligning to the future of work, led global enterprise learning design, development & delivery for all employees across organizations and roles, with an emphasis on pre-skilling. Created companywide learning strategy and developed-led award winning program and tech. Oversaw the Executive Learning Council, driving strategy and global decisions in partnership with C-Suite and Sr. Leaders across all COEs and the business. Led instructional designers, content managers, curriculum auditors and facilitators.
 - Created and oversaw leadership development programs aimed at cultivating the next generation of company leaders. This included executive coaching, mentoring, and development planning. Defined leadership competencies and expectations.
 - Utilized survey methodology, data, analytics and reporting, to drive for broader more efficient outcomes and provide listening mechanism for awareness.
 - Developed and lead learning solutions offerings across all lines of business; developing strategies which maximize learner experience, engagement, and productivity, while optimizing effectiveness and efficiencies of learning technologies.
 - Implemented and monitored onboarding, early in career, first time manager, manager, and all levels of leadership learning programs.

Talent Management +

- ✓ Ensuring the company was a talent differentiator by using a data driven approach to administer human resource programs, including, but not limited to people operations, culture strategies, employee experience, HR systems, shared services, compliance, and global mobility. Evaluate and optimize talent processes across the employee lifecycle, including sourcing, hiring, assessment, development, and performance management, ensuring future-focused, scalable solutions.
 - Redefined talent management and organizational capability programs, ensuring alignment with organization business objectives.
 - Led workforce planning and capability development initiatives, addressing skills gaps and improving internal talent pipeline.
 - Partnered with finance to lead total rewards strategies based on benchmarking, current market, and employees' changing needs.
 - Completed companywide job analysis and taxonomy evaluation, aligning total rewards with competitive compensation and benefit programs aligned with industry's best practices and the competitive market.
 - Implemented employee listening strategies and employee surveys to ensure employee voices are heard and acted upon.
 - Enabled the transformation of organizational culture in alignment with growth strategy and ongoing business transformation.

Change Management

- ✓ Driving change through change impact assessments, readiness, adoption, communication, and measurement strategies. Managed via system of thinking designing and running effective, efficient, and growth management processes.
 - Lead organizations through transformation while maximizing efficiencies and increasing buy-in and support for change.
 - Identified and analyzed program risk, using available information to support business recommendations.
 - Conducted impact assessments to understand the potential effects of change on various departments and employees.
 - Establish key performance indicators (KPIs) to track the effectiveness of change management initiatives.
 - Conducted post-implementation reviews to assess the impact of change and identify areas for improvement.

Program Management, Project Management & PMO

- ✓ Managed all aspects of Portfolio, scheduling, budgeting, planning, build, architect, design, and deployment.
 - Oversight of large-scale transformation programs, including IT-enabled transformations of business functions, and ensured that projects/programs were aligned and delivered against OKRs and KPIs.

Mergers & Acquisitions (HR)

- ✓ Led evaluation and due diligence including risk assessment. Ensured impacts would be properly addressed via planning and readiness. Mapped out total rewards, processes, tools, and workforce planning. Lead the re-organization and integration process.
 - Partnered across all HR functions to ensure all activities were delivered on time; this included compensation, benefits, shared services, and systems. Created a repeatable playbook which leverages best practices.

Career History - Overview:

- (seeking new opportunity due to new relocation request) Mass General Brigham – VP of Talent, Employee Experience & People Optimization (2025-present)
- Northwestern University: Adjunct Professor (part-time), Master of Science in Learning & Organizational Change-Transformation (2024-present)
- Northwestern University: Consultant (part-time) – AI and Innovation course and curriculum development (2024-present)
- Microsoft: (2018-2024)
 - Senior Director of Transformation HR (L&D, People Optimization, Talent Strategies, Employee Experience) (2021-2024)
 - Sr. Director of Business Program Management (Learning & Development, Employee Experience, Organizational Effectiveness) (2018-2020)
- Grubhub: Head of Learning & Talent Solutions (2017-2018)
- Xerox Consulting: Senior Practice Director – Human Capital Management - Human Resources (2014-2016)
- Deloitte: Senior Consultant (2013-2014)
- LearnTech Consulting: Founding Partner (2010-2013)
- Blackwell Global Consulting Services: Senior Practice Director – Enterprise, Human Capital Management - Human Resources (2007-2010)
- Cognitive Arts / NIIT: Director of Delivery & Operations (2005-2007)
- Northwestern University: HR Process Improvement Manager (2004-2005)
- Hewitt & Associates: HR Business Analyst (2002-2004)
- Draft Worldwide (draftfcb): National Director-Training & Operations (1998-2001)

Certifications:

- Mastering the Strategies and Application of Generative Artificial Intelligence (People & Culture Strategy Institute-Hacking HR)
- Global Chief People Officer (People & Culture Strategy Institute-Hacking HR)
- Advancing Mentoring Excellence (Northwestern University)
- Coaching for Leaders (ICF): The Seattle Coach training & Development Company
- CFN Certificate in the Foundations of NeuroLeadership: NeuroLeadership Institute
- Prosci: Change Management Practitioner, Change Management for Managers
- TOPS: Teaching Online Pedagogy and Standards, Certification: Chicago School of Professional Psychology
- Human Resources Information Systems (HRIS): University of Richmond
- Accessibility in Action: Microsoft Certification

Awards:

- [Awarded Top 12 Article for 2024 by The KPI Institute – Performance Magazine](#)
- HCM Excellence Brandon Hall: Category - Excellence in Technology: Award - Best Advance in Employee Engagement Technology
- HCM Excellence Brandon Hall: Category- Best Learning Program that Supports and Promotes Diversity, Equity, and Inclusion
- **(Other)** The Wall Street Journal – [\(Microsoft Employees Are Hooked on the Company's Training Videos - WSJ\)](#)

Speaking Engagements:

- 2025 HARRT at UCLA Executive Retreat (The HR EDGE: Strategy. People. AI): AI Revolution: Reshaping Tomorrow's Employee Experience
- 2025 Northwestern University: AI Revolution in the Workplace: Challenges, Opportunities, and Practical Applications.
- 2024 Socratic Arts L&D Strategies Podcast: Exploring AI in Learning: Living and working with AI (featuring Ethan Mollick Co-Intelligence)
- 2023 WTW's Employee Experience Summit: Driving value by powering sustainability.
- 2022 HRC Group – International HRD: New Ways of working: Developing and Empowering Employees
- 2022 Tice: Brand Expression + Learning: A New Approach to Engaging Audiences
- 2018 Chief Learning Officer Exchange: How to treat learners like consumers.
- 2018 Enact Leadership Summit: Disrupt your leadership development strategy with digital learning.
- 2018 Chief Learning Officer: Re-imaging the Learning Experience.
- 2018 L&D Stories Webcast Series by Experiential Communications: The Learning and Digital Collaboration
- 2015 Association for talent development (ATD): The Right Blend for Blended Learning

Publications:

- [AI and the Workforce, Shaping the Future Without Losing our Humanity: Spark Magazine, The Leonardo Institute](#)
- Cover of Performance Management Magazine (The KPI Institute)- Interview "Employee-centric performance: giving your team the driver's seat" [Performance Magazine Issue No. 28, 2024 - Employee Performance Edition \(kpiinstitute.org\)](#)
- Beyond remote work: insights and strategies for enhancing employee productivity and performance: Performance Magazine Jan. 2024, The KPI Institute. [Performance Magazine Beyond remote work: insights and strategies for enhancing employee productivity and performance - Performance Magazine](#)
- The business case for change management when driving organization transformation: Insights on leading transformation. WTW & LinkedIn Insights May 2023 [\(The business case for change management - WTW \(wtwco.com\)\)](#)

Non-Profit: ETHS Foundation - Board Member ([Board - ETHS Foundation \(supporteths.org\)](#)) | The Moran Center – Board Member | Wadi Rum Films - Advisor & Executive Producer | Foundation 65 - Committee Member & Philanthropy | Moran Center Foundation | Youth Organization Umbrella (Y.O.U.) - Community Counsel & Philanthropy | Warren Cherry Scholarship Foundation - Volunteer & Philanthropy