

Joe Jobseeker

Innovative Process/Organizational Development Professional ... *Improve corporate performance and innovation, implement key OD strategies, coach executives to peak performance, and facilitate effective teams*

OD Consultant, Facilitator, Manager, and Director ... Helped design and enhancement of corporate initiatives designed to meet performance goals, succeed in target markets, and gain market share. Used development techniques to improve key business processes and increase effectiveness. Improve customer experience and service quality. Developed impressive market-entry strategies, remedy cultural issues, or upon or replace existing methods. Hold an attractive position while reducing costs by 50% for Learning Systems Company, Manuva, and raised customer satisfaction levels by 80%. Used a new approach to business operations and organizations: developed

"...able to be ten steps ahead, because you could see the need for change before time to introduce the key idea or practice." – John Smith, Team Member

RÉSUMÉ TO REFERRAL...

Résumé and Career Services

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Call Teena today at (937) 325-2149, for a high-quality resume and cover letter. Ask about the additional job-search assistance available.

Education, Certifications

PhD, Human and Organization Systems • University • 2006

M.A., Human Development • University • 2000

M.S., Statistics/ B.S., Mathematics • University

Certification, Learning in Relationship Technology • 2000

Certification, Myers-Briggs Type Indicator • 2000

Certification, Fellow in Management of Change • 1999

Organizational Behavior/Development Involvement

Below details apply primarily to current position; they also encompass overall responsibilities throughout career:

- **"Who's Who" Client Base** — Work with an impressive list of national and international Fortune 500 clients: AT&T, Verizon, Hewlett Packard, Ortho-McNeil Pharmaceuticals, GE Capital, Prudential Insurance, Fidelity Investments, and CITGO.
- **Project Management** — Manage project logistics, project team assignments, and financial administration for consulting services to a variety of companies; budgets range from \$15,000 to well over \$500,000 for services that saved the company \$35 million.
- **Complex Projects-Performance Improvement** — Focus on specific client functions, or assist on a corporate level spanning multiple departments; outline multi-prong "game plans," encompassing development thru implementation phases, to transform existing operations.
- **Process/Systems Redesign** — Analyze, overhaul/redesign outdated, overly complex workflow processes and systems. Redesign based on streamlining, ease-of-use, customer satisfaction and continuous process improvements. Consult with process and cross-functional teams, including IT and management, to identify future requirements,
- **High Performance Teams** — Help teams and organizations move from average performance to synergistic, high performance, highly innovative units. Utilize inclusive processes to build unshakable foundation for shared alignment, accountability, and performance; including vision, mission, values, strategy, product/services, markets, and performance assessment criteria.
- **Integration/Alignment:** Help clients integrate and align multiple disparate, divergent/conflicting groups and organizations into a single coherent team with shared commitment to overall organizational mission and goals.

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Highly credentialed with an impressive education level ... comfortable within a variety of industries and client sectors, including government, financial, insurance, pharmaceuticals, IT, telecom, and healthcare

- **Training/Workshop Development** — Designed and led workshops with senior management and employees to design and implement a new mission, service and product lines, delivery processes, performance methodologies, competency models, and organization/job designs.
- **Public Speaking** — Speak on corporate renewal, OD, and high-performance topics with upwards of 400 people in attendance. Engagements have included the 10th Annual Innovation Convergence Conference (2004), 16th Annual Conference of the Employee Assistance Society of North America in (2004), and the Supply Chain Management Conference (2006).
- **Board/Committee Involvement** — Participated on committee assigned to determine assessment criteria for the National Baldrige Quality Award, as well as, serving on an ad-hoc committee assigned to improve operational quality and internal procedures/processes. Advisory Board member for Institute for Sustainable Enterprise.

Professional Career

Executive Director • Organizational Development Corporation • 1994 – present
(Consult on corporate innovation, performance and growth; managing change, customer focus; process/operational improvement; functional/team effectiveness for telecom, healthcare, high tech, financial, government and small business clients.)

- **Strategic Learning** — Helped multiple client companies create new or revised business strategy, mission, values target markets, business growth initiatives, stretch goals.
- **Disciplined Execution** — Helped clients align and mobilize the entire organization behind new or revised strategic focus. Helped streamline or redesign core business & operational processes, resulting in optimized capital planning and allocation process across product lines, 25% reduction in new service installation time, retention of \$110M in current revenue, growth of multimillions in new revenue.
- **Creative Renewal** — Helped multiple clients transform/ re-invent their business model, strategy, products/ services, target markets in response to changing conditions; reinvented/redesigned new product development processes.

Sample of Client Projects

- Restructured the new product development process for new product launches; identified issues and developed recommended solutions that produced 100% to 200% revenue increases, as well as increasing the speed and frequency of new product launches by 25-40%.
- Headed a change management project, which involved the integration of patient-centered scheduling with redesigned job tasks and work processes, resulting in the retention of approx. \$100 million in yearly revenue from a primary HMO.
- In response to privatization and increased competition, developed segmented, market-focused business model and strategy, reengineered 8 core business processes; modified products/services for various market segments; developed/implemented change management and communication plan; reduced service delivery cycle time by 25%.
- Realigned competencies, jobs and personnel; outsourced several operational processes; restructured order fulfillment, attracted new strategic partners with funding to help drive new product development; boldly launched an array of new products. EBITDA went from the Red to the Black for the first time in several years; sales increased by 23.6% over the previous year due; operational costs reduced by nearly 50%.

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