

EXECUTIVE LEADER

Strategic Programming → Diversity & Inclusion Leadership → Talent Development

Advancing global initiatives to promote a diverse and inclusive workforce.

A people-focused, visionary leader with 20+ years of experience designing, implementing, and scaling initiatives that promote **talent development, diversity and inclusion, and operational growth**. Actively lead programming in Xerox's ERG groups and cultivate inclusion and belonging through social learning and cultural competency projects impacting a global audience. Leverage data to measure and close gaps in knowledge, skills, and performance.

- **Diversity & Inclusion Programming** - As VP of Learning & Development for Xerox's NBEA ERG, launched global skill-building and mentorship programs to accelerate career advancement of minority population.
- **Operational Excellence** - Ranked #1 Operations Director in southern region for three consecutive years. Lead and inspire diverse and high-performing delivery, sales, and cross-functional teams.
- **Influencing through Collaboration** - Trusted by internal and external C-level, ERG, and HR partners and actively seeks opportunities to collaborate and mobilize cross-functional champions and change-makers.

Areas of Expertise

People Management
Program Implementation
Talent Development
Succession Planning
Project Management

Strategy Growth & Expansion
Diversity, Inclusion, & Belonging
Mentorship & Skill Building
Strategic Partnerships
Operational Excellence



PROFESSIONAL EXPERIENCE

ABC Company, Lewisville, TX

\$11-Billion global technology leader innovates the way the world communicates, connects and works.

Vice President Delivery Operations/Account Management - Americas, January 2019 - Present

In a heavy people management role, design and implement scalable learning initiatives and core practices to bolster client experiences and retention. Oversee team of 14 Delivery leaders and 280 delivery client associations. Orchestrate external and internal alliance partnerships for high-potential talent development. Hold accountability for executive client relationships and satisfaction. Drive results for P&L and deployment of solutions into steady state.

- Led Western Operations with highest Profit Achievement - 2 Years
- Launched new service delivery operation and employee development and retention activities.
- Achieved 90% for Client Retention and SLA Metrics related to Client Satisfaction
- Top Tear performance in Value Plus (New Logo) Development and Implementation

Client Service Operations Director, May 2018 - December 2018

Performance-driven executive leader of a \$200+M revenue-producing network of 22 Service Delivery Managers and 270 Client Associates. Provides chief operation and administrative leadership and sustains full accountability for strategy development, talent management, and annual profit growth and retention planning for a diverse portfolio of global accounts.