

Jacklyn J Faith

Forest Park, GA | JJFaith01@icloud.com | (470) 349-0992 | [LinkedIn](#)

PROFESSIONAL SUMMARY

Organizational Effectiveness Leader with 13 years of cross-functional experience supporting senior leaders in Fortune 500 organizations. A seasoned coach and facilitator with a successful track record of building influence, collaboration, and performance management skills across global organizations. A passionate leader with proven ability to provide innovative insights related to critical human capital challenges and the management of the people side of change.

- Org Development/Design
- Culture & Behavior Change
- Diversity & Inclusion
- Talent Management
- Program/Project Management
- Competency Analysis
- Employee Engagement
- Training & Facilitation
- Leadership Development
- Executive Coaching
- Prosci ADKAR
- Data Analysis

PROFESSIONAL EXPERIENCE

Upwork

03/2021 – Present

Director of Change Management

- Recruited to operationalize and scale innovative Diversity, Inclusion and Belonging strategy. Analyze data and cultivate collaborations that enable leaders to translate aspirations to actions in pursuit of diversity as an outcome.
- Advise and coach organizational leaders through identification of group/team level DIBs goals, develop execution plans to activate DIBs strategy at the group/team level, educate leaders on inclusive talent processes and practices
- Manage ERG Manager as they equip ERGs to create spaces that center the needs and goals of team members who identify as LGBTQIA+, Black, Latinx, Pan-Asian, veterans, women and caregivers

W L Gore & Associates

10/2019 – 03/2021

Senior Organizational Effectiveness Manager – (Change Management / Diversity / Talent Management)

- Led effort to build and execute change strategy and plan for SAP S/4HANA prototype deployment for the Digital Finance program. Coached leaders, led workshops, created transparency with a Change Power BI dashboard.
- Program managed the **Enterprise Diversity Mentoring for Development Program**. Facilitated strategic planning, refinement of vision and success KPIs. Successfully scaled to enable virtual engagement, in light of COVID impacts.
- Partnered closely with Enterprise Leaders, HR, ERGs Chairs and established network of Diversity Mentor leaders to generate buy-in, create awareness, and make the mentorship program accessible to Associates globally.

Grant Thornton

04/2018 – 11/2019

Manager, HR Transformation & Change Management

Partner with clients to help them navigate organizational shifts, with a emphasis on the talent that drives their success. Led Transformation advisory projects with a focus on change management, organization design, culture, strategic communications, employee engagement, and talent management. Select projects include:

- Led an HR Transformation Program for an Insurance Client, including a re-design of **Performance Management, Succession Planning, and Career Pathways, Professional Development** processes, as well as the development of a **competency model** and **Diversity & Inclusion** strategy. The effort included executing a needs assessment, partnering with the client to define priorities, develop strategies, solution design, and execution plans.
- Partnered with the client to conceptualize, develop and pilot a **New Manager Development Program** for recently promoted or newly hired managers to build critical management skills, resulting in a **25% increase** in participant effectiveness ratings provided by leaders, greater engagement, and improved organizational outcomes.
- Lead a **team of 10** change resources in developing, operationalizing, and executing program and project-level change management strategies and plans for a **\$7B pharma divestiture** affecting **23K users globally**.
- As an Organizational Design Consultant, provided in-depth current state analysis of 11 capabilities within Media Technology using the **Galbraith Star Model**, resulting in actionable recommendations for the future state.

Senior Organizational Effectiveness Consultant | Retail & Attraction Organization

- **Reduced turnover** of critical guest services roles by **50%** as Lead Consultant on a performance-consulting project aimed at uncovering drivers of detrimental attrition.
- Led a team of four in conducting extensive root-cause and learning needs analysis consisting of leadership workshops, job analyses, job shadowing, custom surveys, interviews, and focus groups.

Jacklyn J Faith

- Created a re-designed onboarding process and training for new hires, a re-designed selection process including a realistic job preview, and a method for conducting exit interviews.
- Developed and facilitated manager training focused on building behavioral interview skills, creating awareness of unconscious bias and mitigation strategies.

Employee Engagement Consultant / Manufacturing Organization

- Partnered with the President and Director of HR to create a custom annual engagement survey to support the company's strategic initiatives to "Build Organizational Vitality" and "Drive Operational Excellence". Defined 16 critical dimensions to be included in the survey.
- Achieved 82% participation rate, exceeding the original target, and facilitated the development of leadership action plans based on survey outcomes.

Performance Management & Talent Assessment Consultant / Fortune 100 Financial Institution

- Drove project aimed at harmonizing enterprise promotion policies; including gaining senior leadership buy-in, research of best practices, survey development, and implementation final recommendations.
- Led benchmarking analyses focused on c-suite organizational structure, talent calibration, internal mobility, diversity & equity in succession planning and executive selection.

The Home Depot

02/2012 – 04/2013

Senior Internal Consultant - Assurance & Advisory Management Program

- Consultant in Hi-PO Leadership Development Program who managed cross-functional consulting projects. Led and supported efforts focused on project management, change management, business process re-design.
- Supported multiple **Employee Resource Groups (ERGs)** and supported the strategy and launch of the "Lunch with Strangers" program to increase access of diverse employees to leaders.

Cisco Systems, Inc.,

02/2008 – 02/2012

Financial Analyst & Diversity Recruitment Program Lead – Finance Leadership Development Program

- Partnered with colleges, professional organizations, and HBCUs to source, recruit, interview, and hire diverse talent for the Cisco's Financial Leadership Development Program
- Supported recruiting for entry-level candidates, including Coordinating and attending hiring events and conferences, conducting resume screenings, interviews, hiring recommendations, and extending offers.

EDUCATION & CERTIFICATIONS

- M.A. I/O Psychology, University of Georgia
- B.S. Accounting, University of Central Florida
- Six Sigma Greenbelt Certified, University of Georgia
- PROSCI-Certified Change Management Practitioner