

PROFILE

Executive Vice President with extensive experience in human resources, guest services, business operations, training and development, and strategic planning. Possess a strong background in talent planning, talent acquisition, developing training programs, driving business profitability, and understanding the legal and social impacts on business. Works effectively with executive management and employees at all levels of the organization. Strong interpersonal skills with the ability to communicate effectively while building and maintaining relationships in a positive working environment.

PROFESSIONAL EXPERIENCE

EVP and Chief Service and Inclusion Officer, Audubon Nature Institute- New Orleans 2015- current
Reports to the Chief of Staff and CEO. Manages Guest Services, People Services, Community Relations, and Security functions for a multi-location facility. Directly supervise 2 Vice Presidents, 3 Directors, ~200 employees. Accomplishments:

- Develop and advance the diversity mission statement and inclusion goals and objectives of the organization.
- Develop and implement programs and initiatives to promote diversity and inclusion.
- Lead the development and implementation of DEAI committee.
- Identify diversity gaps and further diversity recruitment policies.
- Develop and implement inclusion initiatives, such as multi-cultural events, community engagement, and supplier diversity programs.
- Identify areas of improvement in multi-cultural or minority support within the organization.
- Received the 2017 Top 15 Women in Business Award from the National Women's Council.
- Introduced expense control strategies to create a 42% reduction in spending.
- Partnered with Sr. Leadership to dissect customer pathways, identify drivers of engagement as well as dissatisfaction. Drove substantial guest service improvements across all customer touch-points at multiple facilities. Achieved a 96% reduction in guest service complaints at the waterpark and 36% improvement in guest satisfaction results at Audubon Zoo.
- Thought leader and influencer dedicated to delivering exceptional, customer-centric experiences. Developed new ticketing systems and procedures to improve guest experience and expedite guest check-in process.
- Champions the execution of process improvement tactics to drive increases in revenue, employee retention, and community engagement.
- Creating a strategy in partnership with the New Orleans Mayor's office and JOB1 to reduce unemployment in underserved communities in New Orleans.
- Honored by New Orleans City Business- Best Places to Work.

Vice President of Human Resources, Audubon Nature Institute- New Orleans, LA 4/2011- 6/2015
Reports to the Chief of Staff and CEO. Manage Human Resources functions for a multi-location organization. Accomplishments:

- Received the 2012 Multicultural Leadership Award from the National Diversity Council as recognition for my focus on coaching and developing diverse leaders throughout Louisiana.
- Received recognition from CEO and Chief of Staff for initiatives that resulted in the decertification of the labor union and significant improvements in employee morale across multiple locations.

- Developed training and recruiting strategy to address challenges with talent acquisition and continued education for leadership and hourly staff.
- Created Human Resources policies and performance management guidelines to encourage consistent practices throughout the organization.
- Established a talent assessment process to incorporate succession planning, management potential assessments, and performance management into the business strategy.

Adjunct Faculty, Loyola University and Delgado Community College- New Orleans, LA 2017 -Current

- Provides on-line and in-classroom instruction to students in Business and Human Resources courses.
- Utilize variety of technologies and instructional methodologies to keep courses fresh and engaging.
- Maximized in-class time with thought-provoking discussions.

Sr. Group (Regional) Human Resources Manager, Target Stores- Mandeville, LA 2007- 4/2011

Reports to the Corporate VP of HR. Manage Human Resource functions for a multi-location \$2.1 Billion Market with over 12,000 employees. Responsible for aligning and implementing human resources functions with the strategic business plan. Accomplishments:

- Leads and oversees all Human Resources functions for 65 stores across eight states, delivering over \$2.1 billion in sales. Exceeded sales goal by \$9,642,000 in 2009.
- Led Group (Regional) level talent planning strategy. Recognized for promoting 2 District Managers to Operations Director, 7 Store Managers to District Manager, and 45 Assistant Managers to Store Manager.
- Received corporate wide recognition for championing diversity. Implemented group wide initiatives resulting in an increase of 23% in diverse talent acquisition, an improvement of 38% in diversity talent development, and improved diversity retention by 15%. Subsequently was selected to represent Target Corporation in diversity videos and diversity recruiting materials.
- Successfully staffed, trained, and opened 10 new Target Stores between 2007-2009.
- Recruited 60 exempt managers in 2 years, meeting expanding business needs and corporate recruiting strategy.
- Led a culture of financial accountability including, exceeded payroll expectation by +16,804 hours and made HR expense budget by +\$56,000 in 2009.
- Exceeded employee retention expectations for exempt, non-exempt, and diversity retention. Improved retention by 42% over 2008 results.

Regional Labor Relations Manager, Target Stores- Atlanta, GA 2005-2007

Reported to the Senior Group Manager of Labor Relations. Responsible for creating a solid employee culture through great partnerships within employee relations and labor relations teams. Developed employee programs to create a diverse and inclusive culture across 490 stores in 11 states. Resolved employee relations issues between exempt and non-exempt employees. Accomplishments:

- Facilitated a union avoidance training series for 350 stores in the Southeast. Averted employee conflict between management and non exempt employees, saved approximately \$100K.
- Improved employee relations culture across the region, resulting in a 50% reduction in EEOC charges filed and 20% reduction in employees contacting confidential employee hotline.
- Proactively created a region wide recognition program; improved employee retention by 15% and increased employee engagement by 22%.

Human Resources Business Partner, Target Stores- Atlanta, GA**2004-2005**

Reported to the Group Human Resources Manager. Led District level Human Resources functions for 24 Target stores supporting approximately 6,000 employees. Responsible for recruiting exempt and non-exempt employees. Assist in the development of compensation plans and managed Employee Relations activities. Accomplishments:

- Promoted to a “turn around” assignment, with excessive employee relations issues. Implemented a plan resulting in the dismissal of 45 EEOC charges and created an inclusive culture for 24 stores in two districts.
- Enhanced development initiatives in my districts resulting in 15 high-potential assistant managers promoted to Store Manager positions.
- Trained, developed and provided direction to 24 Store Human Resources Managers, resulting in the promotion of eight Human Resources Managers to District Human Resource Business Partner.

Human Resources Group Leader, Target Distribution - Huntsville, AL and Tifton, GA **1999-2004**

Reported to the Human Resources Development Manager. Responsible for HR functions for 1,200 employees. Coordinated monthly and quarterly meetings for employees and executive management and directed employee activities that improved employee relations and interactions. Accomplishments:

- Successfully staffed and opened the Huntsville, AL distribution center in 2001. Managed the hiring process for opening the distribution center; interviewed 3,000+ candidates. Hired and trained 1,200 new hourly employees and 54 exempt managers.
- Achieved a union free work environment and a great team culture in two distribution facilities.
- Successfully managed a Human Resources department leading 5 non exempt HR employees.
- Recognized for recruiting efforts at the distribution center. Developed successful campus and diversity recruiting strategy, resulting in 35 campus hires.

Human Resources Manager, Target Stores- Jacksonville, FL

1997-1999

OTHER QUALIFICATIONS

New Orleans Police and Justice Foundations- Board of Directors, Current
Loyola University- New Orleans, LA – College of Business Committee Member, Current
Goodwill Industries- Southeast, LA- Board of Directors, Current
Delgado Community College- New Orleans, LA- Hospitality Management Advisory Board

EDUCATION

Master of Arts, Human Resources, 2002- WEBSTER UNIVERSITY, St. Louis, MO
Bachelor of Arts, Merchandising, 1997- FLORIDA STATE UNIVERSITY, Tallahassee, FL
Certificate, Disney’s Approach to Quality Service, 2015- DISNEY INSTITUTE, Orlando, FL
Certificate, Disney’s Approach to Leadership Excellence, 2018- DISNEY INSTITUTE, Orlando, FL