
VISIONARY HUMAN RESOURCE AND ORGANIZATIONAL STRATEGIST with a proven track record for developing and implementing targeted approaches to successfully achieve organizational goals.

Chief of Staff
Personnel Mgmt
Employee Relations

Training & Org Development
Project Planning/Management
Executive Recruitment

Marketing & Communications
Performance Metrics
Financial Management

Organizational Performance: Implemented Project Connect, an initiative to address diversity and inclusion in the workplace. Led team which developed and implemented "talking circle" dialogue and action planning sessions.

Quality Assurance, Surveys, SOP's: Implemented Quality Assurance Audit program to ensure consistency in how Standard Operating Procedures are applied. Oversee all guest and employee survey data collection efforts.

Recruitment Process Improvement: Overhauled departmental recruiting efforts to standardize process and align with organizational culture including resource binder, templates, training activities. Also revamped team member onboarding process.

Noteworthy Achievements:

- Strategic Planning & Initiatives
- Project Connect Diversity & Inclusion
- Quality Assurance Audit Program
- UC Healthy Vending Policy
- Recruitment Process Improvement

PROFESSIONAL EXPERIENCE

UCLA HOUSING & HOSPITALITY SERVICES: *Administration*, Los Angeles, CA

2013 – current

SENIOR DIRECTOR, ORGANIZATIONAL PERFORMANCE & COMMUNICATION (June 2018 – current)

Oversee organizational development, quality assurance/process improvement initiatives, strategic communications, marketing, sales, media/public relations, and for the division. Responsible for generating a total of \$34M annually in revenue, managing an operating budget of \$5.5M and leading a team of 35 FTE.

- Chief of Staff for a department of 2,700 team members
- Accountable for high level negotiations related to HR/ER issues including performance management, re-organization, reclassification, executive recruitment, and compensation
- Implementation of Quality Assurance Audit Program to provide consistently excellent customer experience
- Responsible for division-wide process improvement program and standard operating procedures

DIRECTOR, ORGANIZATIONAL PLANNING, PERFORMANCE, AND DEVELOPMENT (May 2014 – May 2018)

As a key member of the senior management team supporting the Assistant Vice Chancellor for Housing & Hospitality Services, oversaw operations of AVC office, budget, and projects in support of departmental goals and objectives. Managed high-level initiatives including the pre-opening task list and team planning sessions for the Luskin Conference Center opening. Developed departmental strategic plan and initiatives and track/report on progress. Oversaw implementation of employee and guest surveys.

- Accountable for department-wide employee recognition programs including non-cash rewards, Length of Service, merit rosters, STAR award rosters, performance evaluations
- Implemented and led CDC Diabetes Prevention Program for division
- Co-chair for UC Global Food Initiative Healthy Vending Policy Work Group

SENIOR MANAGER, ADMINISTRATIVE PROJECTS & COMMUNICATION (April 2013 - April 2014)

Responsible for communication for the organization, including the development of the strategic plan, and articulating the strategic messages in written form to a variety of diverse audience within the organization, the UCLA community, and external to UCLA. Responsible for researching, aligning, writing, and editing of communication materials to support the Assistant Vice Chancellor, as well as the departmental directors in organizational-wide communications.

- Served on UCLA Luskin Conference Center Pre-Opening Team
- Implementation of UCLA Luskin Conference Center Intranet Site

UCLA EVENTS & TRANSPORTATION: *Communications Services*, Los Angeles, CA 1997 – 2013

TRAINING & DEVELOPMENT MANAGER (2010 - 2013)

MARKETING MANAGER (2003–2008)

MARKETING & PUBLIC RELATIONS MANAGER (2008 – 2010)

MARKETING COORD/PROJECT MGR (1997 – 2003)

As Marketing & Public Relations Manager, supervised a creative team of seven FTE, including graphic artists, a traffic manager, and a content analyst. Managed a brand portfolio for UCLA Transportation's services and programs including BruinBus, BruinGo!, BruinParkPlus and Be A Green Commuter. As Training & Development Manager, supervised one FTE and managed a budget of \$800,000. Researched, developed and implemented training programs for a department of 300 employees including in-house talent development programs.

- **Process Improvement & Project Management:** Improved customer- and staff-satisfaction scores customer satisfaction rose over 10%; Facilitated management and process improvement retreats
- **Organizational Development & Training:** Developed training modules under the Extra Mile umbrella program to align under one common purpose and create a customer-centric environment of accountability
- **Staff Development:** Developed and implemented "On the Spot Reward" and the Years of Service programs

UCLA SCHOOL OF PUBLIC HEALTH: *Executive Education Programs*, Los Angeles, CA 2007 – 2010
MARKETING CONSULTANT (dual employment)

Developed program-branding and student-recruitment strategies. Worked with team to document program strategic business planning deliverables. Prepared business marketing summary for Advisory Board.

- Researched and analyzed past marketing efforts for Executive Master of Public Health Marketing Plan; created a strategy to increase brand awareness/improve student applicant pool
- Developed marketing plan in conjunction with 2009 Commission on Accreditation Healthcare Management Education (CAHME) program evaluation

UCLA STAFF ASSEMBLY: *servicing 28,000 staff members*, Los Angeles, CA 2007 – 2009

IMMEDIATE PAST PRESIDENT (2009 – 2010)

PRESIDENT (2008 – 2009)

PRESIDENT-ELECT (2007 – 2008)

Fostered partnerships with campus groups. Led 10-member Executive Board. Served as delegate to Council of UC Staff Assemblies (CUCSA), chair to CUCSA Strategic Communications Workgroup, and staff representative on UCLA True Bruin committee and John Wooden Center Board of Governors.

- Improved fundraising by 25% and expanded organizational reach by over 65%
- Developed and implemented Emerging Research Speaker Series with the Academic Senate
- Developed criteria and structure for revamped Chancellor's Excellence in Service Awards
- Teamed with Chancellor's Office in implementing community-building events:

EDUCATION, TRAINING & BOARD MEMBERSHIPS**MBA** – *Marketing Emphasis*

PEPPERDINE UNIVERSITY (2008)

Graziadio School of Business and Management

BA – *Theater Arts Major*

UNIVERSITY OF CALIFORNIA LOS ANGELES (1986)

*Lifetime member of UCLA Alumni Association***Computer Skills:**

Asana, MS Project, Qualtrics, SharePoint, Prezi, PowerPoint, Excel, Word, Visio, Adobe Acrobat Pro, Outlook

Other Training:

UC Coro Program (2018-19); UC Management Development Program; UCLA Professional Development Program (PDP); UC Management Skills Assessment Program; UCLA Anderson School Women's Leadership Institute; Emergency Operations Center Type II Certification (in progress); UC People Management Certificate

Boards and Committees:

Chair of UCLA Security Camera Workgroup (2017-2018); Co-Chair of UC Global Food Initiative Healthy Vending Workgroup (2016-2018); UCLA Staff Assembly Presidents Council (2010 – current); UCLA Staff Assembly President (2008-2009); UCLA Alumnae Prytanean Association President (2011-13 & 2015-2017)/ Treasurer (2017-2019); UCLA Volunteer Day Site Leader/Task Captain (2009- 2012); John Wooden Center Board of Governors Staff Rep (2007-08)