**Name M.Ed.**

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**LEARNING & DEVELOPMENT LEADER**

High performing HR Executive with wide-ranging experience in HR business partner roles, Learning & Development, Talent and Career Development, Employee Communications, Employee Relations, Labour Relations, Change and Transformation, with a passion for inclusion and diversity.

An innovative, hands on leader exceptional at leading, influencing and executing broad, multi-year initiatives, unafraid to “roll up her sleeves” and make it happen. Trusted partner, coach and change leader who can influence and bring others on the journey while delivering solutions with broad organizational impact.

**AREAS OF EXPERTISE**

**Inclusion & Diversity**

* Brought to life the organizational commitment to inclusion and diversity through development and execution of the Company's Inclusive Learning strategy. Created an inclusive learning culture in all North American classrooms, which ensured a welcoming, inclusive environment for more than 55,000 employees annually and helped embed organizational culture from Day 1. This broad-ranging multi-year strategy considered capability, the learning environment, and the partnerships needed to make a difference. The strategy also addressed the accessibility and accommodative needs of the learning spaces, and resulted in organizational partnerships to make necessary changes for new and current rooms.
* Invited to join the enterprise Inclusion & Diversity Leadership Council, on the “People with Disabilities” (PWD) Committee, to provide insight and guidance from a learning and front-line perspective to the annual strategy development and execution.
* Launched an acknowledgement of indigenous lands in all Canadian classrooms, to “make real” the commitment to being fully inclusive in employee learning experiences. Trained all Canadian facilitators in Indigenous Awareness, partnering with an indigenous training organization to ensure understanding of not just the words but the meaning and history behind them when acknowledging traditional lands.
* Part of the executive committee creating the annual PWD event for three years, the event contributed to the overall strategy that raised awareness, demonstrated the business case and created organizational momentum for better inclusion for people with disabilities.
* Created scripting and materials for use by executives to overtly make a commitment at meetings and town halls to creating an inclusive environment, this work grew out of the original Inclusive Learning strategy, expanding the impact and reach beyond the classroom to meetings across the organization.
* Partnered with enterprise Inclusion and Diversity team to create a “Diversity Wheel” which will be launched in workplaces across North America later in 20XX, this impactful wheel and related materials will create a conversation with employees around what an inclusive workplace looks like, and will help them understand the value of their differences and take ownership of their inclusion experience.

**Change Management and Culture**

* Led Learning & Development transformation to a centralized North American Centre of Expertise, including transition of all 320 employees; delivered on 3-year FTE reductions two years early; creation and execution of L&D change, communications & touch plans; at the same time leading both the Delivery & Program Support and Design teams during the most significant L&D transformation in Company’s history, while maintaining high employee engagement.
* Led Company’s HR change management response to SARS, including daily field communications, development of tools and resources, and daily meetings with HR leaders, Chief Medical Officer and Business Continuity, ensuring leaders, managers and employees knew what to do and how, and felt supported during an intense, traumatic time.
* Key internal communications and change lead supporting executives, managers and employees impacted as a result of the sale of 13 branches and MasterCard business following the Company A / Company B merger, resulting in smoothest possible transition for employees and leaders to their new organizations.
* Researched, re-wrote, and communicated all employee relations policies to reflect the organization’s culture and employee value proposition, making it easier for employees and managers to navigate the new combined organization, following the integration of Company A and Company B.
* Researched, designed and implemented Company’s first career management strategy, including its first online career development program, creating a “level playing field” for employees for the first time so they could own their career path and development. This program also helped the Company achieve a Catalyst award following the launch.

**Talent and Learning**

* Led high performing learning teams from 9-150 people distributed across North America in a series of progressive roles including end-to-end learning teams, Design, Delivery as well as learning business partner roles. Successfully created and integrated both the North American Delivery and Design teams during the first year following centralization of all organizational learning roles into a COE model. Achieved higher employee engagement scores than overall HR in 20XX.
* Created key metrics, measurements and information to enable reporting and demonstrate effectiveness/quality of North American program delivery, including rubrics, scorecards, quarterly business reviews, strategic and talent planning.
* Collaborated on ideation, structure and content for new enterprise “Everyday Leadership” portal to enable access to self-serve and social learning for people managers and enhance leadership capability.
* Designed and facilitated leadership programs for people managers and executives in Finance and Risk Management to build leadership capability and positively impact talent management, performance management, challenging conversations, recruitment and interviewing.
* Conceived, planned and facilitated executive planning, quarterly town halls, focus groups and learning initiatives for a large HR business facing team to support design and execution of the strategic plan.
* Created and introduced structured evaluation, measurement, design and maintenance processes to ensure currency of content and delivery methodologies and demonstrate business impact.
* Created impactful and innovative e-learning solutions for the organization including Inclusion & Diversity, Respect in the Workplace, new employee onboarding, environmental training.

**Consulting and Organizational Development**

* Created and implemented performance consulting approach in Corporate Office to focus learning and talent initiatives to have the most business impact, resulting in greater effectiveness and behavior change, particularly in Corporate leaders in Finance, Risk and Technology.
* Led a team of 5 Human Resources Business Partners, as well as managing an HR business portfolio. Provided advice and coaching support to executives, managers and employees across Technology on all HR related matters including change management, people strategy and structure, organization design, succession/talent, recruitment, policies, programs and practices, and inclusion & diversity.
* Diagnosed, designed and implemented “Employee Insights” sessions for the Phone Channel, effecting positive change to address issues most important to employees.

**PROFESSIONAL EXPERIENCE**

**COMPANY Bank Group 20xx – 20xx**

**AVP Delivery & Program Support (20xx – 20xx)**

* Led a team of 90-150 people in 64 locations in the US and Canada delivering facilitation and program support for programs across North America.  Was also AVP Design for 12 months during this period.

**AVP Learning & Development (20xx – 20xx)**

* Led end-to-end learning teams of 9-32 people supporting portfolios including Corporate, Human Resources, Technology, and Phone Channel.

**Senior Manager Human Resources – Technology (20xx – 20xx)**

* Led a team of 5 HR Business partners, as well as own portfolio, providing advice and coaching support to executives, managers and employees on all HR matters, including talent and organizational management, performance management, coaching, employee relations.

**Senior Manager Labour Relations (20xx – 20xx)**

* Led proactive development of positive employee relations capability, then managed COMPANY’s response to labour relations activity including collective bargaining, grievance management, strike management, legal challenges.

**Senior Manager Employee Relations (20xx – 20xx)**

* Led policy and program team owning HR programs including Short-term Disability, Trauma/Critical Incident, Health and Safety, Employee Relations, Code of Conduct, and led Respect in the Workplace investigations. Negotiated and managed external vendor contracts ($4MM) and relationships.

**Senior Manager Employee Communications – Corporate & Public Affairs (20xx)**

* Led internal communications team and strategy during COMPANY/Canada Trust integration including internal change management for sale of 13 branches and CT MasterCard business.

**EDUCATION & PROFESSIONAL DEVELOPMENT**

* WXN Alumnae Group Mentoring Program, 20xx
* Wisdom II Mentoring Program, 20xx
* University of Toronto (OISE), (M. Ed.) Masters in Education, 20xx
* The Canadian Securities Institute, Canadian Securities Course, 20xx
* University of Toronto, (Hon. B.Sc.) Bachelor of Science, Honors, Psychology and Commerce, 20xx