

Global Learning & Talent Development Executive

*Superior record of garnering global buy-in for innovative, mission-driven solutions that **catapult employee engagement** and optimize **leadership development** of high-potentials to generate substantial **bottom-line results***

LAUREL SUZANNE

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SUMMARY OF QUALIFICATIONS

Agile, ROI-driven leader with a track record of delivering best-in-class learning and talent-development strategies. Passionate "hands-on" instructional designer; excel in developing learning and talent development solutions for businesses with complex needs and diverse stakeholders.

- Selected to play a key role in the L&D culture transformation of such industry leaders as Pfizer, IBM/Cognos, Cigna, and The Hartford.
- Nationally recognized for developing two corporate universities from the ground up, becoming profit centers through innovative programming, aggressive marketing, and results-oriented metrics.
- Effective in developing customer-facing education systems that outpace the competition.

Signature Strengths:

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| » Short-/Long-Term Strategic Initiatives | » Performance Management Analytics | » Employee Engagement |
| » Learning Management Systems (LMS) | » Career Development Strategies | » Digital Transformation |
| » Innovative Blended Learning Technology | » High-Potential Development | » Communications/Branding |
| » Commercial Capability Development | » Learning Agility/Talent Assessment | » Matrix Environments |

PROFESSIONAL EXPERIENCE

The ABC Company | NEW YORK, NY

2012-2015

A global leader in marketing and media information.

Vice President, Global Learning Leader

Recruited to develop a global training and talent organizational design strategy for 55,000 associates, centralizing 25 disparate teams with more than 350 FTEs utilizing 16 versions of a LMS. Led a 90-person, enterprise-wide Learning & Development (L&D) team including managing talent, developing leadership, providing role-specific training, and managing curriculum. Reported directly to Global Business Services Leader, managing a budget in excess of \$13M.

- Defined and implemented a Global Center of Excellence for the delivery of globally consistent curriculum across all parts of the business efficiently; received four awards for program excellence.
- Transformed the vision and mission of both the Global Learning Organization and ABC's client learning services; drove customer value through enhanced technology delivery, tailored content, and partnering with key learning vendors to enhance delivery and content capabilities.
- Designed and managed a strategy and framework for measuring return on investment (ROI) of L&D initiatives to provide qualified value to the organization.
- Architected a transformational sales training strategy with a focus on driving client engagement and enhancing sales performance.
- Developed a targeted role-based curriculum for key positions and provided learning tracks for all associates to enable achievement of personal and professional development goals.

ABC Pharmaceuticals, Inc. | NEW YORK, NY

2007-2012

*Largest biopharmaceutical company in the world, with revenues of \$65B and 110,000 employees in 150 countries.***Director, Global Talent Capability & Engagement**

Created and implemented global talent initiatives to enhance talent capabilities; partnered with business leaders to instill a pervasive learning culture strategically aligned with ABC's objectives. Designed and developed talent and organizational effectiveness strategies and initiatives for 45,000 managers and high potentials.

- Created a two-pronged process for building a robust pipeline of leadership talent and implemented a fundamental shift in strategy, content, and structure—the first revision to the company's leadership development approach in 12 years.
- Built the three-day Senior Leader Excellence acceleration program designed to create a leadership pipeline.
- Architected a global L&D strategy that shifted focus to results-oriented metrics, eliminated redundancies inherent in a decentralized model, and linked competencies to the new corporate-wide management initiative; recruited new learning leaders and staff to engage business leaders and implement the strategy.
- Developed and implemented an Investment Training Tool that provided crucial ROI data to link all L&D spending to business objectives and metrics.
- Played a key role in designing and rolling out a global change-management strategy to support multiple, large-scale acquisitions; developed learning tools and blended learning strategies to drive process.

DEF / GHI | OTTAWA, ON

2004-2007

*The world's largest technology and professional services business, DEF acquired GHI in 2007.***Senior Global Leadership Effectiveness & Talent Development Leader**

Drove global organizational development and senior leadership initiatives, partnering with senior executives and sales leaders on change management, sales training, and high-potential talent development.

- Led a two-year training initiative for 500 Eastern European business leaders and their teams to drive change management, team alignment, and matrix management; received top scores for program effectiveness.
- Enhanced sales management pipeline by defining leadership competencies and designing an accelerated leadership development program.
- Created a high-potential identification, development, and engagement process that provided global stretch assignments, cross-cultural opportunities, and mentoring with senior corporate leadership.

Cigna Retirement & Investment Services | HARTFORD, CT

2002-2004

*Cigna employed 3,500 employees and served 1.6M customers at the time of purchase by Prudential in 2004.***Vice President, Talent Management & Participant Education**

Collaborated with sales to market CIGNA Academy as a competitive differentiator, providing prospective clients with metrics and case studies to support decision-making. Delivered programs for executive coaching, high-potential development process, and individual leadership development plans.

- Created a participant-learning center to deliver financial education to 1.3 million customers and 2,000 internal employees, receiving the industry's highest award for Investor Communication and Education.
- Designed an interactive, adaptive-learning system that provided customers with financial education and direct access to make immediate decisions on their investments, which was awarded "Best Plan Participant Education Platforms and Tools" by *Plan Advisor Magazine*.
- Implemented an automated trainer management system that saved \$800K in year one and \$4.2M over three years by decreasing travel and related expenses while enhancing trainer satisfaction and engagement.

EDUCATION**Bachelor of Arts, English & Education** — Central Connecticut State University