

CHAMPION OF INNOVATION, ENTREPRENEURIALISM & LEADERSHIP IN CLIENT-CENTERED CONSULTING

Proven Leadership & Team Building | Process Improvement | Client-Centered Focus

An Executive Leadership & Transformation Consultant with over 20 years of progressive experience. Self-motivated and results driven with impeccable reputation for finding innovative approaches to significantly improve accountability and increase human capital value; demonstrates ability in leading high performance teams to increase operating efficiency and developing collaborative partnerships. Consultant and Trusted Advisor with extensive strategy, acquisition, operational, and leadership experience. Partnering and serving clients within health care, commercial construction, high tech, non-profit, bio chemical, petroleum, and banking industries. Possess a proven record of turning around underperforming operations and taking well-performing organizations from good to great. Delivers a new model of leadership that is directly aligned with the organizations vision and values; an expert level with the ability to lead, coach, and influence business transformation.

AREAS OF EXPERTISE:

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| • Program & Project Management | • Training & Development |
| • Performance Management & Analysis | • Change Management |
| • Team & Leadership Assessments | • Problem Solving |
| • Leadership & Performance Coaching | • Team Building & Leadership Development |

CAREER SUMMARY

Epiphany Consulting Solutions, Northern, CA
Business & Management Solutions

CEO, Consultant

Feb. 2002 to Present

A business and management solutions company that partners and advises an assembly of industries and business leaders in organizational effectiveness, training, problem solving, and strategic planning with a focus on profit building. Consulting organizations to improve effectiveness, processes, people, and change management. Work to identify internal cracks that can impede growth, and create sustainable solutions to successfully attain organizational goals and meet the triple bottom line.

Selected Contributions:

- Adviser to Senior Leadership ensure they on-board with business initiatives and goals, realize their decisions and impact of their decisions, and execution plan.
- A successful track record for coaching executive leadership efficacies 1:1 and/or in an executive group setting to improve operational excellence, reputation for bringing out the best in leadership and demonstrating commitment and accountability to building a high performance culture.
- Responsible for creating and cultivating an environment of performance standards.
- Implement executive and leadership best practices with Board of Directors and Executive Management teams to improve leadership acumen and values.
- Drive “good practice management” in the work environment to improve a culture of change and corporation social responsibility within the organization.
- Steer executive teams to positively impact on triple bottom-line.
- Support Sr. and executives through critical transformation.
- Ascertain and assess performance gaps, diagnose individual behaviors, team dysfunction, and organizational challenges with extensive confidential interviews, audits, and assessment tools such as 360 and LPI.

- Collaborate to identify key talent and provide perspective to succession planning, and provide leadership coaching for new and existing executives to ensure they understand the culture, business, and are in alignment with the organizations core values, vision, and culture.
- Wowed elected official to improve communication and collaboration with city management. Created a more cooperative atmosphere to achieve and attain city goals. Meeting 100% satisfaction.
- Work with clients to identify process breakdown, bottle neck issues within departments. Work with decision makers to quickly recognize and resolve communication gaps and process issues.
- Consult with leadership teams to align structure, talent, and culture with enterprise strategy using relevant metrics and data to track progress and understand benchmarks. The strength and unique contribution of organizational effectiveness lies in its ability to move leaders to produce high impact, sustainable results.
- Support business growth/development by implementing focused strategies to reach short and long-term goals.
- Tactically partner with company leaders to formulate a plan of action to produce realistic and achievable results. Helping to attain a 70% increase in leadership accountability within the first 60 days to achieve goals.
- Assess interaction, skillsets, core competencies, and behaviors that effect performance, address ineffective work habits, perspectives while challenging assumptions and work ethics.
- Design and facilitate executive training series to understand leadership perceptions, expectations, decision making process to increase and elevate critical thinking, and improve internal business partnerships amongst decision makers and board members.
- Produce and design mentorship programs for leaders.

SDM Solutions, Sacramento, CA
Business & Management Consultant

1995 – 2002

Selected Contributions:

- Effectively delivered business strategies to ensure decision makers and their managers were successful in achieving organizational goals in the first and second year.
- Organizational transformation through business assessments measuring effectiveness and systems processes to compliment training needs, consulted with management teams advised how to improve systems to increase productivity, broaden communication, and improve customer satisfaction. Improved by 35% in the first quarter.
- Produced company evaluations to improve processes provided written assessments, recommendations, clear action plans, and execution.
- Collaborated and partnered with decision makers in the planning phase of business strategies, clarifying the company vision, SWAT, implemented benchmarks to track successes, and identified areas for improvement to meet organizational goals.
- Consulted with a small size company who was expanding quickly to identify: inefficient hiring practices, poor leadership practices and high turnover. Resulted in creating a strong infrastructure to support growth, identify key talent, created hiring best practices, and improved organizational leadership effectiveness by 45%.
- Designed and facilitated leadership and management coaching programs to advance communication and understand cultural differences with direct reports to successfully articulate company goals resulting in improved performance of 25% within the first year.
- Improved relationships between executive management and their direct reports by 38% within 9 months of coaching.
- Effectively managed and sustained positive coaching relationships with key accounts such as Hewlett-Packard, AMCC, Apple, and Kaiser Permanente.
- Consulted and coached business leaders and management in operational and organizational meeting to set realistic goals and expectations within logistics, operations, and strategic planning for future expansions.
- Assisted in alignment of business operations with business plans; included leadership decision-making and priority setting designed and implemented benchmarks to track and ensure plan success.
- Streamlined business processes and industry best practices to improve operational efficiencies.
- Increased customer service and support by 41%, producing and facilitating workshops to improve customer service, build customer rapport, engagement, and support to IT Staff.
- Maintained excellent customer retention and relations with key accounts increasing repeat business by 85%.

EDUCATION & CREDENTIALS

University of Phoenix, Sacramento, CA

Business Administration, Bachelor of Science

University of Phoenix, Sacramento, CA

Business Management, Bachelor of Science

International Professional Executive Coaching (IPEC), New Jersey

Certified Executive and Leadership Coaching

Management and Strategy Institute

Lean, Certification

Six Sigma Certification, Certification

Strategic Organizational Leadership, Certification

ASSOCIATIONS & COMMUNITY LEADERSHIP

Board member, Programs Director, American Society for Training and Development (ASTD) - Present

Chairperson "Logistics" & Partnership Council, American Cancer Society – 2010 to 2016

Sacramento Metro Chamber, Workforce Development and Continued Education, Member – Present

Board member, Strategic Planning Chair for the Latino Leadership Council – 2014 to Present

Board member, Leadership Council member for the Lincoln Chamber of Commerce, Lincoln, CA – 2015 to Present

SPECIALIZED SKILLS

- Organizational Effectiveness
- Strategic Organizational Leadership
- Building Human Capital
- Crisis Management
- Social IQ
- Cultural Effectiveness
- Communication
- Process Improvement

AWARDS

Business Woman of the Year, 2017

Small Business of the Year, 2016-2017