

DESERIE MYERS

CHANGE MANAGEMENT/PROJECT MANAGEMENT/TRAINING AND ORGANIZATIONAL DEVELOPMENT CONSULTANT

A highly dedicated and savvy professional with broad range of experience in change management, project management, training and development, and organization development. A decisive, action oriented, dedicated and results-focused professional driven by new challenges.

AREAS OF EXPERTISE

- Change Management
- Project Management
- Training Design and Development
- Change Communications
- Organizational Development

ROLES AND ACHIEVEMENTS

Change Management/Facilitation

- Conducted global readiness assessments, facilitated reviews of assessment outcomes and managed/maintained project plan for continued engagement based on readiness assessment results for Cisco's Incentive Center of Excellence Program.
- Worked with team to develop proposals and RFPs to the design, development and delivery of the client-based solutions program for multiple clients.
- Performed organizational analysis, formulated data feedback reports, and conducted strategic intervention sessions with various clients.
- Led work process improvements by implementing consistent processes across the business to strengthen operations, improve effectiveness, enhance communication, and assist with role clarity.
- Worked with Sonoma State University's Subject Matter Experts to determine gap analysis, develop and implement process improvements for the implementation of the California State University's PeopleSoft implementation. Managed development modifications to PeopleSoft to increase efficiency and productivity for Student Administration.
- Worked with organizations to analyze root causes; existing gaps, and obstacles to determine alternatives; develop and implement goals, strategies and tactics.
- Established and built rapport and credibility while maintaining communications with stakeholders at various organizational levels including external and internal customers.
- Conducted impact analysis of key roles; define areas of change and degree of change to inform staffing needs, communication, sponsorship engagement and adoption plans.

Project Management

- Managed detailed projects plans, to ensure critical milestones and deliverables were met in a timely manner.
- Assisted with design and development of Leadership Excellence Program for the top 00 executives of a Fortune 500 organization.

- Developed extensive budgeting system to ensure projects stayed within budget.
- Assisted in the development of the organizational-wide Center of Excellence Program.
- Executed and maintained program management processes in multiple areas including program scheduling, development or milestones, communications management, human resources management, cost management and risk/issue management.
- Managed a combined team from Sales Consultants, Project Managers, and Talent Management Consultants as well as external clients to design programs in Leadership Development, Strategic Planning, and Team Development.
- Assisted with facilitation or workshops for Mutli-generational Differences, Dealing with Difficult Employees, and Courageous Conversations and various leadership development programs.
- Experiences with administering individual and organizational assessment tools including the Hogan Assessment Suite, Management Research Group (MRG) 360/ Leadership Effectiveness Assessment, the Herrmann Brain Dominance Instrument (HBDI).

Training/Coaching

- Conducted Myers-Briggs Type Indicator® workshops for Fortune 500 organizations, University 102 (Freshman Seminar) courses at Sonoma State University, and small family owned businesses.
- Coached management and staff in leadership and personal improvement strategies including coaching for Cisco's Project Leads on interpersonal and group dynamics, managing resistance to change and conflict resolution.
- Designed, developed and conducted supply chain process improvement for organizational database program utilized by entire pharmaceutical organization including manufacturing, quality assurance, marketing and sales departments. Created manuals of instruction for database program, software and hardware programs utilized by various staff members.
- Identified, planned and executed needs for training, performance, educational programs, in alignment with organizational objectives and to enhance employee development.
- Developed and facilitated PeopleSoft training programs for Sonoma State University students, faculty and staff.

Change Communications

- Created and implemented communications that effectively described and promoted organizational change strategies through multiple vehicles (newsletters, websites, email, brochures and in person).
- Provided writing and editing support for Cisco's project leads team.
- Wrote and maintained organizational and departmental websites for internal and external Cisco stakeholders and customers.
- Developed communications Sonoma State University's faculty, staff and students for specific changes in PeopleSoft.
- Change Communications expert for Cisco's Service Contract Center retiring multiple legacy systems into a single trading company for purchasing, managing and sales.

WORK HISTORY

- Right Management (2009 - Present)
- Sedaa Corporation (2006 - Present)
- Cisco Systems (2007 - 2009)
- Thumbprint Wine Cellars (2010)
- Sonoma State University Associated Students (2007)
- Sonoma State University (2000 - 2007)
- YWCA (2006)
- Pacific Door Company (2005)

EDUCATION

- Master of Arts in Organization Development – Sonoma State University, Rohnert Park, CA, 2006
- Myers-Briggs Type Indicator Certified – Otto Kroeger Associates, Fairfax, Virginia, 2006