
Lisa A. Lombardi, M.A.

Summary

Experienced Change and Learning Professional, who partners with management to solve organizational issues, build high-performing teams and ensure successful implementation of change initiatives.

Excels at using proven organization development techniques and best practices to collect and analyze data, and collaborate with client systems to design solutions which improve process effectiveness and better utilize resources.

Experience includes over 7 years of external change management consulting and over 14 years of training design and delivery and performance management.

Areas of Expertise

- Strategic Change Management
 - Training Design and Delivery
 - Communications Strategy
 - Group Facilitation
 - Change Management
 - Leadership Development
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Consulting Experience

Organization Effectiveness Consultant **2003 – Present**
Representative Clients: SunPower, Adventure Associates, Domaine Chandon, City of Petaluma, Sonoma Serves, Town of Windsor, and Rohnert Park Chamber of Commerce.

- Successfully managed change and training activities for a global CRM implementation including stakeholder and impact analysis, communication plan and development of key messages, change agent program, coaching, metrics development and 6 role-based training modules.
- Performed needs analysis and executive coaching to improve processes, meeting effectiveness and overall performance for a Winery Visitor's Center.
- Performed needs analysis and guided over 10 strategic planning workshops for a local government agency resulting in improvement of overall workflow and team structure.
- Guided strategic planning meeting for Rohnert Park Chamber of Commerce. Facilitated team of 17 in a brainstorming process to gain clarity on mutual goals and expectations.

PricewaterhouseCoopers **2005 – 2008**
Change and Learning Consultant

Representative Clients: PG&E, Kaiser Permanente, Les Schwab, Boeing, Microsoft, Rockwell Automation, California Department of Public Health, HP and Oracle.

- Successfully developed and implemented high-impact communication strategy to support the implementation of a new global payroll system for a \$1B+ global technology organization.



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Produced clear and concise messages to support the organizational change and provided change management consultation to management team for rolling out of the new system.

- Assisted with implementing PwC's new knowledge repository system, including requirements identification, communication plan and delivery, maintaining content on intranet including FAQs, and department liaison to organize and purge documents and applications.
- Managed implementation of new financial controls for a large health care organization. Partnered with senior leadership to develop training strategy, communication plans and stakeholder analysis for national and regional offices.
- Led the design and development of courseware to enhance problem solving and critical thinking skills for 1,000+ person Finance and Accounting department for a large utilities company. Partnered with 10 executive directors to create comprehensive course curriculum, instructor and participant manual and case study specific to client's job function. Supervised team of 6 in the development of case study materials.
- Designed and developed training strategy and courseware for an IT department within a \$1B+ global business. Developed training strategies for IT change management processes compliant with Sarbanes-Oxley. Partnered with 10 IT directors to define core training components.
- Conducted assessment of organization design for a professional services firm and provided recommendations for a new organization structure. Streamlined business unit processes to better achieve strategic goals. Successfully exited 6 out of 120 employees and instilled trust in those who left as well as those who stayed.

Internal Experience

Volker Eisele Family Estate

2009

Communications and Marketing Manager

- Designed and implemented a comprehensive business plan including evaluation of current programs, recommendations and SWOT analysis.
- Successfully executed a 3-year marketing strategy including newsletters, social media outlets, website content, shelf talkers, press releases, focus groups and feedback sessions.

Meadowood Resort

2002 – 2005

Communication Specialist

- Managed internal communication strategies for 350 employees, supporting overall business plan and company culture.
- Designed and produced collateral material for upscale resort including brochures, newsletters, policy and procedure documentation, and hotel compendium.

Education

M.A., Psychology emphasis in Organization Development
California State University, Sonoma

B.A., Organizational Communication and Leadership
California State University, Chico