

Talented **Leadership and Organization Development Consultant** with over 12 years experience in developing high-performing leaders, teams and organizations. Skilled at applying the organizational effectiveness practices of performance coaching, facilitation, talent development, change management, action learning and organizational design in *best in class* Fortune 100 companies. Collaborate effectively with Human Resources Business Partners to support Line Managers and Executives in achieving their organizational goals through the effective management and development of teams and talent. Passionate about providing scalable solutions that deliver tangible results to the triple bottom line of people, profits and sustainability.

AREAS OF EXPERTISE

- Talent Assessment
- Competency Modeling
- Management Coaching
- 360 Degree Feedback
- Talent Management
- Group Facilitation
- Learning Design & Delivery
- Workgroup Effectiveness
- Leadership Development
- Employee Engagement
- Diversity and Inclusion
- Change Management

PROFESSIONAL EXPERIENCE

PEOPLE & KNOWLEDGE WORKS CONSULTING Atlanta, New York, San Francisco, Charlotte
Learning, Leadership and Organization Development Consultant 1998 – 2005, 2006 – present
Own and manage a successful talent management practice providing customized consulting services to organizations and individuals focused on performance improvement. Develop and apply best practices in coaching, group facilitation, action learning, leadership development, talent management, team collaboration and effectiveness, process analysis and organizational design, diversity and inclusion. Partner, communicate and influence effectively by establishing trust and building relationships, especially in large, complex, matrix-managed and international organizations.

Key consulting engagements include:

- *Career Transition/Outplacement Consultant* 2001 – 2004, 2009 – 2010
 - Provide individual career coaching and group workshops to private clients, and on-site with *Lee Hecht Harrison* and *Spherion Human Capital Consulting*. Deliver high-touch outplacement services to executives, managers and individual contributors across a variety of functions and industries. Consistently achieved excellent results as reflected in client satisfaction ratings.
 - Managed major client engagements; designed and delivered Train-the-Trainer classes in coaching best practices, career transition and Myers-Briggs best practices.
- *WestEd* 2008
Facilitated a series of meetings with the organization's Equity Council to introduce best practices in hiring, developing and retaining staff from diverse backgrounds. The CEO acknowledged that this intervention resulted in the Council becoming re-energized, developing new initiatives, and increasing its visibility and influence in the organization.
- *Google, Inc.* 2007 – 2008
 - Coached people managers and individual contributors, empowering them to excel in a highly competitive environment; subsequently selected to join an elite community of coaches in Google's Coaching Center.
 - Facilitated team offsite for a globally distributed sales and support team resulting in more effective collaboration, communication, innovation and conflict resolution among the team.
 - Worked with the emerging Learning and Leadership Development Group to define and implement its talent strategy.

JERRY PICO

- Identified and implemented staffing best practices for the Google Children’s Center to support a major growth initiative – resulting in the hiring of almost 100 new staff several months ahead of schedule; trained staff and created a recruiting manual.
- *Wells Fargo & Company* 2004 – 2005
 - Designed and led a group-wide strategic diversity recruiting initiative to attract more diverse executives and managers into the enterprise – over 85% of the candidates hired achieved the initiative’s objectives; educated hiring managers in diversity hiring best practices and developed strategic talent pipelines; reported directly to the EVP of HR for a group of 7,000, and effectively managed a complex myriad of internal and external constituent relationships.
 - Developed a turnkey competency based recruiting process for a Risk Management group – including a complete hiring toolkit, trained and coached the hiring manager and his team in how to perform competency and behavioral based interviewing – then successfully sourced qualified candidates and facilitated the process for them to hire the required managers.
- *Genomic Health, Inc.* 2002
Designed and facilitated a series of interventions and trainings for this start-up organization as it was building its culture. Used the Myers-Briggs methodology to establish an environment of self-awareness and team development that allowed the organization to successfully transition from the research into development phase while maintaining a high level of employee engagement.
- *Charles Schwab & Company* 1999 – 2001
Identified, screened and recruited candidates for sales, marketing, finance, human resources, risk management, M&A audit and corporate administration positions with an emphasis on attracting diverse candidates; performed management coaching; managed vendor relationships.
- *TrialLogix* 1998 – 1999
Trained the newly promoted Director of Recruiting in recruiting best practices, created a competency based hiring process and toolkit, and recruited candidates.

MSQUARED CONSULTING, INC. San Francisco
Vice President 2005 – 2006

Held several key roles for the third largest consulting firm in San Francisco. Practice focused on providing professional services to businesses from its proprietary network of consultants.

- Sourced and attracted consultants into the network, then matched them for projects.
- Managed consultant engagements to ensure seamless execution of deliverables.

ACADEMIC EXPERIENCE

GOLDEN GATE UNIVERSITY (concurrent part-time position) San Francisco
Adjunct Professor 2007 – present

Design and teach courses in Leadership Development based upon Emotional Intelligence competencies to graduate students in the Psychology, HR Management and MBA programs.

- Received consistently high student evaluation scores, including the highest for a first-time professor

EDUCATION

UNIVERSITY OF SAN FRANCISCO San Francisco
Masters of Human Resources and Organization Development 2001

GEORGE WASHINGTON UNIVERSITY Washington, DC
Bachelor of Arts Degree, Major in International Relations, Minor in Economics 1988

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PROFESSIONAL TRAINING AND CERTIFICATIONS

WORLD CAFÉ	Mountain View, CA
<i>Completed World Café Training as a Facilitator for Google Learning Summit</i>	2007
STANFORD UNIVERSITY	Palo Alto, CA
<i>T-Group (Sensitivity Training) Participant</i>	2001
ASSOCIATION OF PSYCHOLOGICAL TYPE	Bethesda, MD
<i>Myers-Briggs Type Indicator® Certified</i>	1999
SAN FRANCISCO CHAMBER OF COMMERCE	San Francisco, CA
<i>Completed Leadership San Francisco Program</i>	1999 – 2000
BUCKHEAD BUSINESS ASSOCIATION	Atlanta, GA
<i>Completed Leadership Development Program</i>	1996 – 1997