

Janice Francis

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Human Resource & Talent Management Executive

Change Management • Employee Engagement • Turnover Reduction • HR Alignment

Developing, Nurturing & Growing a Company's Greatest Asset - People

EXECUTIVE SUMMARY

CORE COMPETENCIES

- Strategic Planning
- Change Management
- Workforce Planning
- Leadership Development
- Integrating Technology
- HR Image Development
- Performance Optimization
- HR Analytics / KPIs
- Training Program
- Cross-Departmental Leadership

A determined human resources and talent management executive with extensive experience in leading enterprise-wide HR initiatives for global organizations. Background in healthcare, retail, finance and nonprofit entities with the versatility to excel in any industry. Background as an executive / performance coach to senior leaders of Fortune 500 companies. Skilled in talent acquisition and management.

Strategizing, Motivating & Engaging Teams to Drive Performance Excellence

Proven ability to deliver succession planning, compensation strategy, performance management and career planning impacting up to 30,000 employees and leaders around the world. Improved employee engagement by fostering an environment of affirmation and encouragement. Strong history in designing and facilitating training programs and materials for all levels of employees. Adept in corporate communications.

PROFESSIONAL EXPERIENCE

THE WALGREEN COMPANY

The second largest pharmacy store chain in the US.

New Hyde Park, NY

REGIONAL HUMAN RESOURCES MANAGER

2013 – 2016

Led the strategic delivery of HR products and services including talent acquisition and management, employee engagement, compensation, pay administration, succession planning, learning and development, performance management and career planning for 8,600+ team members and management. Oversaw a team of eight HR generalists and training specialists with indirect responsibility for two administrative support employees. Managed collective annual budgets of \$5 million.

- **Ensured service delivery excellence** by implementing continuous improvements that addressed best practices while maintaining a proactive awareness of business needs and ongoing analyzing competitor activity.
- **Saved time, money and resources** across the region by launching change management programs, effectively introducing, implementing and gained management buy-in for HR programs and initiatives.
- **10% reduction in regional turnover and 7% reduction enterprise-wide** gained through development and implementation of human resources performance scorecard adopted enterprise-wide and through a climate survey, 360-degree feedback and coaching sessions to facilitate planning and open dialogue.
- **12% escalation in staff engagement** and a **25% increase in manager engagement** achieved for more than 8,600 employees by cultivating a positive work atmosphere that drove inclusion and personal satisfaction.
- **Protected organization from unionization efforts** by facilitating response meetings with senior executives throughout the region. Conducted union avoidance training for managers as well as employee engagement and manager skill development courses.
- **Competency improvement of 1,000+ people annually** gained through establishment of first satellite learning and development center that drew leadership from across the enterprise. Conceived new courses, identified training needs and developed training gap solutions.
- **Increased engagement and implemented solid succession / workforce plan** through establishment of regional quarterly talent planning conferences with key stakeholders to guide planning, performance management and talent development activities aimed at bolstering company's talent pipeline.

BARCLAYS CAPITAL

New York, NY

The investment banking division of the British multinational bank, providing advisory, financing and risk management services to large companies, institutions and government clients.

GLOBAL CHANGE MANAGEMENT LEAD

2010 – 2011

Drove change management efforts for the development of a new performance management system, lead all aspects of technology / change management, multi-language communications campaign, and e-learning and classroom-based training strategies impacting more than 30,000 employees in seven countries.

- **Launched 900+ classroom and live webcast training sessions** across the US, Europe and Asia in five languages for 3,000+ associates directing marketing, budgeting, vendor selection, in-country logistics and staffing.
- **Enhanced overall staff effectiveness and productivity** by inspiring improved performance and career development conversations, improving management behavior and employee satisfaction with the performance process.
- **80% positive feedback attained** for the training and development course through conscientious follow through and clear, open communications.

CHRISTIAN CULTURAL CENTER

Brooklyn, NY

A non-denominational megachurch with more than 37,000 members.

PEOPLE AND ENGAGEMENT DEPARTMENT MANAGER - FELLOWSHIP DIVISION

2005 – 2008

Conceived targeted engagement strategies to propel membership. Designed materials, messaging and content for organizational communications. Coordinated corporate events including logistics and staffing.

- **Increased membership and participation within the membership base** by devising a comprehensive targeted marketing engagement strategy.
- **23% rise in event and service participation and a 7% boost in membership** realized by developing marketing communications for distribution via email, print, audio and video to reach more than 150,000 households.
- **Attracting more than 3,000 attendees** as byproduct of conceptualizing and orchestration of large-scale events, overseeing event logistics, staffing, budgeting, vendor relations and venue.
- **40% increase in total registration** with a concurrent reduction in event costs achieved by streamlining the registration process online, renegotiating contracts and improving processes or implementing new procedures.

JP MORGAN CHASE

Brooklyn, NY

A multinational banking and financial services holding company with more than \$2,563 billion in total assets.

VICE PRESIDENT | DIVERSITY MANAGER | ORGANIZATIONAL DEVELOPMENT

2001 – 2004

Built collaboration across seven global diversity councils, working with HR generalists and managers to create corporate-wide talent management, retention, succession planning and career management solutions. Devised and led training sessions. Transitioned diversity awareness, reinforcing that valuing differences led to higher performing teams. Equipped managers to lead diverse groups more effectively while empowering mobility and career conversations. Conducted succession planning, climate survey and metric reporting projects.

- **Produced and led skill development and knowledge enrichment** training classes for 2,000+ managers to improve their staff engagement, enrich team effectiveness and facilitate performance / career management.
- **Enhanced manager behavior and generated higher employee satisfaction** by restructuring enterprise-wide plan to support managers and teams in the pursuit of optimal performance levels. Constructed a self-guided website of assessment tools and resources.
- **75%+ increase in diversity events** achieved by improving communications that increased the number of employees involved in the planning of large-scale activities across the business.
- **Positively impacted over 30,000 employees worldwide** through design and implementation of strategies to optimize team performance, leading the introduction of a new performance management process.

Additional Experience with JP Morgan Chase: Assistant Vice President of the Leadership Development Program

EDUCATION & CERTIFICATION



Bachelor of Science in Business Administration, University of Albany
Certificate in Project Management, New York University