

# LYNDA STEVENS

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## TALENT DEVELOPMENT & DEI EXECUTIVE

*Maximize return on human capital investments through development of innovative training and talent programs and implementation of sound organizational development processes*

Results-oriented, resourceful, and driven Talent Development and DEI Executive with extensive leadership experience in learning, development, human resources, and DEI. Proven success creating and directing strategic enterprise-wide learning ecosystems. Adept in corporate training and development needs assessment, talent recruitment, performance analysis and improvement, and career and skill development. Track record of reducing time to fill, onboard, and hire through effective talent acquisition strategies. Build productive relationships with key stakeholders inclusive of vendors, external partners, and professional groups. Demonstrate superior interpersonal, presentation, and communication skills.

### CORE COMPETENCIES

Needs/Data Analysis & Interpretation | Curriculum/Program Design, Development, & Management  
Learning Culture Cultivation | Coaching & Mentorship | Change Management | Strategic Partnerships & Alliances  
Diversity, Equity, and Inclusion | Leadership Development | Project Management | Stakeholder & SME Relationships

### PROFESSIONAL EXPERIENCE

**Truist Financial Corporation | Charlotte, NC (Remote) 2020 – Present**

*Top 10 U.S. financial services company with \$555 billion in total assets. Formed in 2019 with BB&T and SunTrust merger.*

#### **Vice President of Talent Development/DEI Lead**

Create and implement talent and DEI strategies and solutions to drive effective change management and organizational development in new remote working environments. Lead enterprise-wide projects and initiatives to create seamless transitions and support teammate engagement while fostering culture of inclusion and continuous learning.

- **Led transition of 9,000 staff to remote workspaces with minimal business or client disruption** by collaborating with leadership and cross-functional teams to resolve operational, technical, and people-based challenges.
- **Managed \$20 million budget to achieve DEI goals**, researching and selecting investment opportunities with benefactors to provide short- and long-term impact to DEI goals.
- **Gained 100% participation in coaching and mentorship program to inform 1,500 people leaders** on DEI tenets, and impact to business growth goals and human capital best practices.
- **70% diversity in C-suite roles and 28% boost in Employee Resource Group (ERG) participation** earned through industry-leading DEI strategy incorporating inclusive culture, human capital, and community engagement.
- **100% completion of post-learning activity** realized through delivery of people leader discussion guides to promote reflection, awareness, and action planning.
- **Accomplished 70% participation in optional DEI programming** by forming council to define and embed DEI goals, actions, and measurements and communicate impact to organizational growth and inclusive culture.
- **Developed 3,000 people leaders** to adopt inclusive talent acquisition tools, policies, and procedures.
- **70% participation in optional DEI/unconscious bias training** earned by working with stakeholders to explore delivery and modality options, key communications, engagement expectations, and post-learning reflection exercise.
- **Convened 50-member DEI Council at corporate headquarters** to develop 2023 DEI strategic plan centered around enabling connection, collaboration, reflection, and celebration of organizational DEI achievements.
- **Created organizational talent profile across five business divisions**, as well as nomination process to identify high-potential teammates, succession planning parameters for leadership roles, and talent mobility frameworks.

**McGriff | Birmingham, AL****2015 – 2020**

*Top 10 financial services organization focused on delivering risk management solutions to Fortune 1000 enterprises.*

**Vice President of Learning & Development/Recruiting**

Designed, developed, and implemented talent strategies to attract, retain, and develop talent in alignment with organizational development and business growth targets. Coached and mentored five direct reports.

- **Empowered 3,000 employees to drive career progression** by fostering dynamic learning culture and creating organizational talent profile and assessment to enable talent mobility and succession planning.
- **Launched award-winning learning ecosystem with 1,000 multi-modal learning assets** by creating 24 career journey programs to support role-specific capability requirements through experience, exposure, and education.
- **Streamlined 142 job titles into 10 job families** through analysis and interpretation of workforce data for 3,000 employees, 120 locations, and 10 practice verticals.
- **Achieved 100% coaching program participation** that introduced 150 people leaders to corporate university and new Learning Management System (LMS) features.
- **Formed 10-member Council of Learning and Development** to guide and inform existing and emerging skill-building needs and evaluate efficacy of talent programs and strategies.
- **Improved efficiency and data analytics** by leading digital transformation from fractured legacy systems to new streamlined platform for total of 3,000 personnel.
- **Established alliance with Lloyd's of London and Samford University London Campus** to add international experience, exposure, and education to new internship program.
- **Embedded learning culture into annual performance appraisal process** through new self-assessment tool.

**Liberty Mutual | Boston, MA****2010 – 2015**

*American diversified global insurer and sixth-largest property and casualty insurer in the U.S.*

**Director of Training, Internship, Early Career, & Leadership Development**

Designed, developed, delivered, and managed multi-modal curricula to promote career lifecycle core and role-specific competencies in alignment with business objectives, market opportunities, performance targets, and organizational succession planning goals.

- **30% increase in tracked learning engagements** realized by innovating program components to create individualized, group, and organizational career pathways.
- **Reduced learning spend by 20%** by aligning siloed business units to achieve cohesive learning culture.
- **17% growth in cyber risk department revenue** earned through delivery of new product training to 50 personnel.
- **Created Excellence in Underwriting (EIU) career-spanning talent development framework** to enable skill development for more than 3,000 technical professionals.
- **Established KPIs for 35 roles across seven business units** through collaboration with stakeholders and SMEs.
- **Coached and mentored 10 direct reports** to build collaboration, consultation, and relationship building skills.
- **Improved onboarding program** by coordinating with talent and human capital development programming to introduce new hires to business objectives, divisional growth targets, and organizational development goals.

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## **EDUCATION & PROFESSIONAL DEVELOPMENT**

**Master of Education*****in Adult Learning & Instructional Design***

University of Massachusetts (Boston, MA)

**Bachelor of Arts*****in Humanities***

Harvard University (Cambridge, MA)

**CERTIFICATIONS**

Certified Agile Leader – Six Sigma Global Institute

Professional Certification, Diversity & Inclusion – Cornell University

Certified Change Management Professional (CCMP) – PROSCI

Society for Human Resource Management (SHRM) Certification (Estimated Completion 2023)

Professional in Human Resources (PHR) Certification (Estimated Completion 2023)