

Ralph Champion

L&D Specialist

Maximizing People Potential – Optimizing Business Performance

Sales | Marketing | Learning Strategist



Dynamic learning and development professional and subject matter expert with over 17 years of progressive experience in successfully building learning interventions, designing career paths, building corporate learning curriculums and leading large scale learning projects. Adept at conducting training needs analysis and building lasting relationships across diverse businesses. Demonstrating superior leadership skills coupled with the ability to work and thrive in dynamic fast-paced environments, I offer the following competencies and successes to an organization:

Organizational Alignment	Project Management	▪ Increased Revenue & Profitability by 200%
Process Improvement	Performance Assessment	▪ Conducted 32,000 hours of learning a year
Strategic Partnerships	Strong Leadership	▪ Reduced learning costs by 30%
Inspirational Leadership	Results Orientation	▪ Delivered cost savings of 1.5M AED
Customer-Centric Solutions	Highly Analytical	▪ Led teams of 50 trainers
Develop Learning Strategies	Process Reengineering	▪ Developed E-learning solutions

Selected Highlights:

- Leveraged technology to reduce training costs, enhance engagement and improve performance, I network with HR, and Execs to link learning and performance solutions to strategic objectives and bottom line profit, thereby optimizing ROI and improving business performance
- A highly experienced Project Manager I have extensive experience initiating and implementing federal and state regulations, using effective judgment to determine whether events or processes comply with laws, regulations or standards across 500 communities and in 44 states.
- Responsible for the leadership, training and mentoring of a highly specialized team, I coordinate the workflow of department teams including Licensing, permits, Ethics First Integrity Program, regulatory Coordination, Public Policy, and Advocacy and administrative and executive assistance
- Restructured an organization along with its operating model to drive down the cost to serve, improve role clarity and enable scalability, implementing a workforce transition plan through stakeholder alignment and strategic communications
- Designed transition plans to integrate disparate programs due to major acquisitions, including policy comparison, role integration, and knowledge transfer activities
- Utilizing a comprehensive network and enhanced communication skills, I establish collaborative relationships with state agencies and industry professionals regarding the implementation and maintenance of federal regulatory guidelines



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Professional Chronology:

QIB Qatar

March 2011 - Present

HEAD OF LEARNING AND DEVELOPMENT

Established QIB's learning function including the introduction of standards and processes derived from an approved and aligned strategy while developing a team of junior learning professionals

- Consistently achieving the highest performance rating in the company I successfully conducted 32,000 hours of learning per year while lowering the cost of learning by 30% and improving the quality of learning intervention by 300%
- Supported by a learning technology architecture that enabled online assessments and bespoke e-learning, I created a bespoke leadership pipeline and introduced specific curriculum which supported the published career paths
- Established Talent Metric dashboards to drive better decision making, sound talent identification, development and deployment

DIRECTOR, GLOBAL TALENT MANAGEMENT AND ORGANIZATIONAL DEVELOPMENT

- Developed the global organization's development strategy, building a team to support key business objectives, and providing deep subject matter expertise and business counsel to design strategic development solutions
- Led HR integration activities during company acquisitions, creating a global M&A Playbook and toolkit for HR
- Accountable for the quality and effectiveness of all OD programs, ensuring the availability and consistent application of tools and processes across all business units and regions

PwC Consulting New York, NY

June 2008 – December 2010

MANAGER, TALENT AND ORGANIZATION ADVISORY SERVICES

Provided operations and human capital advisory services to Fortune 500 clients. Select Client experiences include:

LIFE SCIENCES - \$7B global organization

Teamed with the client to reduce their global finance cost by 30% through organizational design and process reengineering

- Played a key role in selling this \$1.5M engagement, and responsible for selling an additional \$1.5M in change management and talent management add-on work
- Led Organizational Design, Talent Management, and Change Management Teams, working directly with the CFO to design future state service, finance delivery model
- Designed new job framework by removing job layers, increasing span of control and redefining job classifications

MANAGED SERVICES PROVIDER - \$8B global organization

Assisted client to improve significant margin pressure, high operating expenses, and declining market share. Proposed and implemented a company-wide business transformation to position the company for sustained growth

- Led team responsible for developing processes and tools to support the Project Management Office
- Leveraged issue based problem solving to streamline data gathering requirements and quicken benefits realization
- Ensured roles and reporting lines were clearly defined and communicated, developed job profiles and descriptions based on a new competency framework



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PwC - GLOBAL TALENT MANAGEMENT PRACTICE DEVELOPMENT

As a global firm initiative, this was the number 1 priority for the People and Change practice. I was chosen to be one of the three Program Managers responsible for driving the entire global Talent management practice, design and development

- Led PMO to drive quality and progress for the project's largest work stream (methodology and tool development), actively managing over 30 team member across the US
- Collaborated with the executive to identify internal and external channels to begin marketing, communicating and selling talent - related work
- Managed the team responsible for developing the Talent Management Foundations Certificate course, a two day course to certify all PwC practitioners for delivering talent related work

Deloitte Consulting LLP Chicago, IL

June 2005 – May 2008

SENIOR CONSULTANT, HUMAN CAPITAL CONSULTING

Provided operations and human capital advisory services to Fortune 500 clients. Select Client experiences include:

GOVERNMENT AGENCY - \$75B organization

Assisted client to establish an integrated Business Process Reengineering (BPR) Team to enable remediation activities required for Sarbanes-Oxley compliance and identify additional opportunities to improve business processes achieving associated cost savings and reward enhancement goals

- Leveraged Enterprise/Six Sigma (ELSS) and other process improvements methodologies to cultivate a state of continuous business process improvement
- Assesses the organization's readiness for change and established newly defined roles, role relationships, competencies and performance measures to support the change, aligned with the focus of the client

BP - \$262B global organization

Assisted client with a global IT project to help sustain internal controls and Sarbanes-Oxley standards within a new organizational structure. Worked with IT to design, develop and implement a new organizational model

- Responsible for the development of communication and training plans to help sustain the new IT processes
- Developed internal controls and a competency model, working to implement it into BP's existing learning management system
- Conducted stakeholder analysis to help identify and re-engineer IT processes

Education & Training:

MS Organizational Development – Loyola University Chicago, IL.

2003

Concentrations in Human Resource Management and Labor Relations

BA Psychology – Champaign-Urbana, IL.

2000

Learn more about this passionate and highly successful leader at:

<http://linkedin.com/in/ralphchampion>