

KIERSTEN KAYE

EXPERIENCE

2014 - Present

Sr. Manager, Talent Management & Training, Americas

DASSAULT SYSTEMES, Waltham, MA

- **America's STAR Award** Q3 2017 for the design/development of the Americas Student Intern Program for the *Social Candidate Experience* initiative
 - **Earned 1st Place WorldWide accolades** (of 2,000 companies) from www.ChooseMyCompany.com
- **Certified** Leadership Development & Succession Strategist / HCI (2017)
- **Awarded** HR America's Recognition Award (Q4 2016)
- **Certified** Facilitator, DDI, October 2015
- Diversity & Inclusion: Creating and piloting Women's Development Program / Americas
- Human Capital Planning for Sales & Marketing, Americas
- Strategic HR Initiatives / Worldwide
 - Values / Culture & Performance Management
 - Growth Engine & Social Candidate Experience

2009 - 2012

Training and Development Consultant

KLK Consulting, Boston, MA

Consulting projects: Organizational Development, Change Management and Leadership Development, including:

Tufts Health Plan, Watertown, MA (2012 – 2014)

- Program Manager (Operations Learning and Development)
- Organizational Change Consultant (Claims Simplification Project)

PROFESSIONAL SUMMARY

Highly accomplished Talent and Organizational Development Professional with a proactive approach to implementing programs and strategies that have direct impacts to revenue and customer satisfaction.

- Exceptional business and technical acumen
- Creative and adaptable in the face of unexpected challenges
- Skilled in mentoring and motivating direct reports and cross-functional teams
- Known as trusted adviser to partner and client decision makers

EXPERTISE

Change Management
Employee Engagement / Retention
Human Capital Management
Korn Ferry Lominger Tools
Leadership Development & Coaching
Negotiation
Dispute Resolution & Mediation
Performance Management & 360 Reviews
Assessments & Inventories: MBTI, TypeCoach, StrengthsFinder
Program & Project Management
Strategic Planning
Talent Attraction / Recruitment
Team Building / Performance
MS OFFICE



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EDUCATION

2007 – 2009

Talent Director

Wayfair, Boston, MA

- Hired to build a Talent function from scratch
- To support internal growth, created a company-wide competency-based performance tool including employee development plans, training roadmaps and succession planning tools for management, using HALOGEN
- To meet the needs of International expansion, developed/deployed eLearning and recruiting solutions, using Cornerstone LMS AND TALEO
- Led onboarding of 225 contact center reps in 18 months
- Recipient of **Training Magazine's Top Young Trainers 2009 Award**

2005 – 2006

Training and Development Manager

Copper Mountain ~ Frisco, CO

- **Result: 34% increase in Guest Satisfaction**

2003 – 2006

Director of Human Resources

Citigate Cunningham ~ High Tech PR Agency

- Recipient of the agency's **2005 World Class Internal Client Services Award**

2000 – 2003

Employee Development Manager

Altran Technologies / USA, Boston, MA

- **Increased employee engagement by 16% in 2002 and 24% in 2003** (over post-acquisition rates)

Leadership Development & Succession Strategist (HCI)

Certified LDSS, 2017

Development Dimensions International (DDI)

Certified Facilitator, 2015

Communico Ltd.

Certified MAGIC Coach, 2012

Mediation Works Incorporated (MWI)

Certified Mediator, 40-hour Training Program, 2012

ASTD eLearning Development

Certificate, ASTD Conference, 2009

Synectics, Inc.

Certificate, Creative Problem Solving; Innovative Team, 2003

University of Massachusetts / Boston

Certificate, Conflict & Dispute Resolution, 2011

University of Rhode Island

BA, Business Communications and Management, 1991

Oxford Brookes University, UK

Study Abroad, 1990



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