

STAR ALEXANDER

555-555-5555
staralexa@gmail.com

[LinkedIn.com/in/StarAlexa](https://www.linkedin.com/in/StarAlexa)

New York City
Local, Mobile & Potential Relocation

FORTUNE 15 EXECUTIVE—PEOPLE, CULTURE & DIVERSITY

50/50 Gender Parity on the Board of Directors, Leadership Team & Workforce
71% Female & Minority Representation in the Supplier Base

Take-the-reins leader who recognizes that people are the heart and soul of every business—and engaged, well-trained teams (supported by growth-oriented operations) will always outperform. Lifelong learner with 18+ years of experience bringing clarity and structure to >\$1B companies, increasing revenue 104% and profits 12% without forcing the air out of the room.

\$3B P&L / \$160B Influence

**Corporate Culture & Transformation
Generating 1x to 3x Growth**

Diversity as a Business Driver

Value Added:

Deliberate and masterful in cultivating the most important asset of any business—its people.

Multibillion-dollar P&L owner with expertise shaping HR strategy for 170,000-person organization.

Bumped up retention to 98% and productivity by 43% for groups with 200 to 5,000+ employees.

Trusted partner and consensus builder at every level: CXO, management, staff, suppliers, and vendors; appointed chief strategist and advisor to 3 corporate officers with multitiered teams in 39 countries.

Proven Strengths:

Global Operations Leadership • Corporate Culture • Transformation & Change Management • Supplier Sustainability • Diversity, Equity, Inclusion & Belonging (DEI&B) • Talent Management & Coaching • Employee Engagement

PROFESSIONAL EXPERIENCE

ABC WORLDWIDE, \$160B telecom provider

Managing Director – \$3B P&L | People, Processes & Operational Grit • 2019 to 2022

Tapped by the board of directors to push the Americas group to the forefront of innovation and service excellence. Revamped operations and energized the team—boosting revenue while creating a diverse, collaborative culture. Mentored and empowered 200+ multicultural staff and 450+ contractors to embrace a forward-momentum, people-first approach.

ORGANIZATIONAL STRATEGY & LEADERSHIP—GREW THE BUSINESS 2-FOLD IN 36 MONTHS

- Elevated sales 104% and profit margins 12% YOY by introducing a growth mindset while pioneering 11+ coaching programs that optimized performance at the individual, team, and regional levels.
- Cut costs 13% through trailblazing process and workflow efficiencies.
- Improved order volume by 86%, workforce productivity by 43%, and cycle times by 35% via pricing adjustments, sales initiatives, and introducing a razor-sharp focus on KPIs for quality and speed.

PEOPLE MANAGEMENT—LINKED CULTURE TO PERFORMANCE

- Up-leveled the performance of 38 managers and 200+ employees by designing best-in-class solutions for talent recruitment, leadership development, and skill-building across 26 fundamental competencies.
- Achieved 50/50 gender parity in the staff, leadership team, and board of directors. Exceeded 98% retention by placing people front-and-center while infusing discipline into daily operations.
- Developed a supplier pool consisting of 71% women- and minority-owned businesses—advancing diversity and equity in both the company and community.
- Mobilized the HR team to establish 8+ Employee Resource Groups (ERGs), creating a culture of collaboration and belonging among individuals of different races, backgrounds, genders, and sexual orientations.

Director of Operations – \$1.1B Revenue Impact • 2017 to 2019

Delivered greater-than-anticipated KPIs for 1,000-employee organization operating in North America, Asia, and Central Europe. Executed corporate strategy and measured performance in 191 local and wholesale service centers. Defined individualized coaching programs for leaders and team members. Coordinated 52+ vendors and third-party carriers.

LEADERSHIP & CHANGE MANAGEMENT—MOVED THE NEEDLE ON THE TOP & BOTTOM LINES

- Earned 97.5% staff retention by perfecting workflow allocation and expediting order management—a multi-part transformation that cut overtime by 28% and practically eliminated staff burnout.
- Exceeded every metric: improved sales by 23%, attained 99.9% on-time delivery (4% above target), and reduced cycle times for key infrastructure projects by as much as 37%.

Chief of Staff – \$14B Organization • 2013 to 2017

Propelled the business forward as senior leader and trusted advisor to the EVP of Delivery Excellence, an officer of the \$160B enterprise and head of the \$14B service operation. Teamed with HR, sales, and finance to embolden 5,000-member multinational staff. Navigated succession from one EVP to another—retaining staff retention at >97%.

BUSINESS SHAPESHIFTING—BUILT THE FOUNDATION FOR 24% GROWTH

- Set the stage to scale the workforce to 6,200 employees in 5 years by designing expansion strategies, reinforcing the infrastructure, and launching 9+ programs that promoted the vibrancy of the culture and clarity of the vision.
- Beat the expense budget by \$5M and reduced cash expenditures by 15% through disciplined financial management.
- Kept a finger on the company pulse by devising operational reviews, scorecards, and insights-gathering meetings (and hosting 18 speaker-series sessions); leveraged findings to kickstart process improvements.

Chief of Staff & Director of Human Resources – 170,000+ Employees • 2010 to 2013

Appointed chief advisor to the EVP of human resources, a corporate officer, while driving HR strategy for the worldwide enterprise. Quarterbacked human capital planning across 4 continents. Promoted ABC's reputation as a *great place to work* by partnering with nonprofits, such as Girls Who Code. Controlled \$515M budget.

Lead Chief of Staff – \$1.6B Business • 2008 to 2010

Selected for strategic role as advisor to the EVP of Home Solutions. Contributed to 10% revenue jump. Recognized as D&I champion and people advocate for the global organization for creating 15 ERGs and 13 D&I programs that enhanced operations and bolstered engagement.

Senior Manager – Product Innovation & Digital • 2006 to 2010

Imagined possibilities, tested feasibility, and presented analyses to stakeholders, paving the way for customer-facing innovation. Set strategy and developed growth plans yielding 310% to target. Trained, mentored, and developed staff.

Area Manager – Retail Transformation • 2004 to 2006

Drove a radical shift in the retail approach—turning an old branding idea into an interactive sales model and high-octane revenue engine. Delivered ahead-of-the-curve margins and ranked #1 for key product sales.

EARLY-CAREER EXPERIENCE—OUTPERFORMED IN EVERY ROLE

Joined ABC in 1998 as Call Center Manager: quickly consolidated and relocated 3 centers into a single, cohesive operation 1,600 miles away. Earned rapid promotions to Special Accounts Manager, Area Manager, and Sales Account Manager.

Built environments where people love to work.

EDUCATION

Master of Arts in Psychology – Princeton University
Bachelor of Science in Business Administration – New York University, Stern School of Business

Leadership Development: Executive Black Leadership Experience • Women of Color Leadership • ABC Leadership Development • Change Management • Building Trust with Leaders & Executives

ABOUT THIS PROJECT

This client came to me for help in transforming her career story from corporate leadership to a more people-centric, diversity-minded role. She had earned many promotions (from the ground level to executive team) with one of the world's largest telecom companies, and wanted to shift her trajectory from managing businesses to managing human beings.

To help her make this transition, I highlighted every aspect of her experience that involved people development, culture, coaching, human resources, and diversity and inclusion (D&I). I scoured her career history for improvements in retention, morale, engagement, and performance, and used bold font and call-out lines to make sure this information would leap off the page. At the same time, I spotlighted her business accomplishments and budget/staff accountability and influence. These metrics brought credibility to her work.

With regard to formatting, she chose the color scheme, and I was thrilled with her selection, because purple is inherently creative and perhaps a bit courageous. Plus, in a world of 'safe' blue resumes, purple definitely stands out. I opted for a personality-matching design that is professional, clean, and classic.

I'm pleased to share that this client landed a position as Head of Supplier Diversity within three weeks of receiving the initial draft of her resume.