

CANDACE LINDEMANN

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SENIOR LEADERSHIP ROLE

ORGANIZATIONAL DEVELOPMENT | PROFESSIONAL DEVELOPMENT

Professional consultant with extensive experience in consulting with leaders and decision-makers to improve business effectiveness and engage employees.

PROFESSIONAL PROFILE

- Outstanding communicator who excels at facilitating small- and large-group meetings to involve all stakeholders and implement changes rapidly and effectively; trained in a variety of large-group methodologies, including Danmiller Tyson Real Time Strategic Planning, ICA's Motivated achiever who is trained and/or certified to use Benchmarks, SkillScope, DiSC, MBTI, Bellgard Team Tools, and Leadership Tools.

PROFESSIONAL EXPERIENCE

Director, Professional Development, Global Network Services, Napa, CA, 2006 to present

- Partner with leadership team that recently became a privately held company, focusing on re-establishing organization's culture and values while improving sales productivity, management development, and employee satisfaction.
- Manage US Human Resources Generalist team.
- Collaborated with 50 top leaders in a 360-feedback process, including administration, feedback, and subsequent coaching.
- Planned, designed, and facilitated large-scale meetings for up to 250 people several times yearly with explicit purpose of knowledge transfer and collaboration across boundaries.
- Collaborated with Lucent Senior Leadership Team to create initial plan to integrate 37 disparate business units in 67 countries.
- Managed geographically dispersed staff domestically and internationally.
- Initially oversaw \$2.9 million professional-development program budget; put FY'03 plan in place with funding discretionary.

Senior Organizational Development Consultant, Calistoga Consulting, Calistoga, CA, 2004 to 2006

- Consulted for a client list that included BellLabs, Pride Source, Menlo College, City Park, Yahoo, Quaalcomm, Merck, and Sustainable Corporation.

BELLLABS

- Advised three different BellLabs clients; conducted team-building when VP Human Resources joined the organization and collaborated with her on strategy and organizational structure; assisted with team-building, re-defining strategy and charter, and restructuring organization to improve process and customer satisfaction for new CFO; consulted on conflict resolution, team-building, and role clarification for Operational VP, thus reducing annualized turnover from 45+ percent to 20 percent.

PRIDE SOURCE

- Consulted on team-building, leading to improved process and enabling same number of people to serve larger client base; conducted executive coaching.

MENLO COLLEGE

- Counseled three clients; conducted informational interviews with customers and staff members for VP of Environmental Health and Safety and provided feedback, resulting in defining new work processes to increase customer satisfaction and employee job satisfaction; collaborated with Art Museum Director's team during major transition and change, resulting in on-time new museum opening with intact and cordial team; conducted workshops on Change Leadership.

Calistoga Consulting, continued

YAHOO

- Defined job competencies for customer-service department; designed competency-based performance-management system and trained managers to use system and provide feedback to employees.

QUALCOMM

- Collaborated on company-wide technology implementation; collected data regarding organizational readiness; coached various leaders of change effort; and improved internal communications by establishing ongoing feedback mechanisms; technology was successfully implemented, allowing geographically dispersed and varied organization cultures to collaborate in new electronic means 24 x 7.

SUSTAINABLE CORPORATION

- Followed up Susquehanna Corporation corporate survey with focus groups to define specific challenges this geography was facing; facilitated senior leadership in crafting and implementing specific actions to address employee concerns; collaborated with Sales VP to clarify roles, define key competencies and performance standards, and create development paths so sales team could achieve standards.

MERCK

- Collaborated with leadership of Anti-Viral Group in defining approach to develop new strategy; facilitated series of meetings for 100+ people worldwide, resulting in a broad-view, widely supported strategic plan.

President, Compass Consulting, Santa Rosa, CA, 2000 to 2004

- Specialized in Change Leadership consulting for a client list that included GenonSys, California Division of Wildlife, California Department of Motor Vehicles, Boeing Aircraft Corporation, Napa Valley Hospital, and more.

GENONSYS

- Collaborated with leadership team and mid-managers to define values, increase employee satisfaction, and reduce turnover.

CALIFORNIA DIVISION OF WILDLIFE

- Co-conducted working sessions for all employees throughout the state for implementation of new organizational structure, new charter, and new work processes; designed and conducted Town Hall meetings to facilitate universal understanding of changes, reasons and timing for changes, and implementation expectations.

Organizational Development Manager, NovaTell Communications, Mill Valley, CA, 1996 to 2000

- Consulted during sales restructuring, resulting in reducing cost of sales 3 percent first year and an additional 3 percent the next two years.
- Led design and implementation of performance-management system.

EDUCATION

- **Master of Science in Organizational Development**, University of California–Irvine, Irvine, CA
- **Bachelor of Science in Psychology**, University of California–Los Angeles, Los Angeles, CA

