

Natalie Richardson

Change Management Executive

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- Results-driven Change Management Executive with 4+ years of experience supporting organizational transformations across technology implementations, process improvements, and cultural initiatives
- Proven track record of achieving 85%+ adoption rates through strategic stakeholder engagement, comprehensive training programs, and data-driven resistance management
- Expertise in ADKAR methodology and Kotter's 8-Step Process with hands-on experience coordinating change initiatives impacting 500+ employees across multiple departments
- Currently pursuing Prosci Change Management Practitioner certification with strong foundation in change readiness assessments, communication planning, and training coordination

WORK EXPERIENCE

TechForward Solutions

January 2022 - Present

Change Management Executive

- Coordinated enterprise-wide SAP implementation affecting 450+ employees across 6 departments, achieving 92% user adoption within 8 weeks through targeted stakeholder engagement and customized training programs
- Developed and executed comprehensive communication strategy reaching 600+ staff members via weekly newsletters, town halls, and departmental briefings, maintaining 78% engagement rate throughout 18-month transformation
- Conducted stakeholder impact assessments and resistance analysis for 3 major process changes, identifying 25+ key influence points that informed leadership intervention strategies and reduced implementation timeline by 15%
- Created and facilitated 40+ training sessions for new performance management system, reducing time-to-competency from 3 weeks to 8 days and achieving 96% user satisfaction scores
- Established change champion network of 15 departmental representatives, providing coaching and support materials that

increased peer-to-peer adoption by 35%

MidWest Financial Group

June 2020 - December

Organizational Development Specialist

2021

- Supported cultural transformation initiative during company merger, facilitating 25+ focus groups with 200+ employees to identify integration challenges and develop targeted solutions
- Designed and implemented change readiness assessment using Qualtrics surveys, analyzing feedback from 300+ respondents to create data-driven change strategy that improved employee confidence scores by 40%
- Collaborated with IT and HR teams to manage transition to new HRIS system, creating user guides and conducting 20+ departmental training sessions that achieved 89% first-time login success rate
- Coordinated bi-weekly steering committee meetings with C-level executives, providing change metrics dashboards and resistance reports that informed strategic decision-making throughout merger process

Global Manufacturing Inc.

August 2019 - May 2020

Training and Development Coordinator

- Led training coordination for lean manufacturing process implementation across 3 production facilities, supporting 180+ floor workers through workflow changes that increased efficiency by 22%
- Developed multilingual training materials and job aids for diverse workforce, achieving 94% comprehension rates and reducing safety incidents by 18% during transition period
- Conducted pre and post-implementation surveys to measure change adoption, tracking key metrics that demonstrated 85% sustained behavior change 6 months post-implementation
- Created feedback collection system using Microsoft Forms and SharePoint, gathering real-time input from 150+ employees that enabled rapid course corrections during rollout phase

SKILLS

Change Management Methodologies

- ADKAR Model implementation and assessment
- Kotter's 8-Step Change Process
- Stakeholder Analysis & Impact Assessment (RACI matrices, influence/interest grids)
- Change Readiness Assessments and cultural diagnostics
- Resistance identification and mitigation strategies

Technical Competencies

- Survey and Analytics Platforms: Qualtrics, SurveyMonkey, PowerBI

dashboards

- Project Management Tools: Microsoft Project, Smartsheet, Monday.com
- Collaboration Platforms: Miro, Mural, Microsoft Teams, Slack
- Advanced Excel: pivot tables, data visualization, metrics tracking
- SharePoint administration for change communication hubs

Core Competencies

- Workshop Facilitation - virtual and in-person environments
- Stakeholder concern identification and resolution
- Change story development and delivery
- Training program design and execution
- Communication planning and multi-channel messaging
- Conflict resolution and resistance management through persistent engagement

EDUCATION

Northwestern University

2019

Bachelor of Science in Organizational Psychology

- Relevant Coursework: Organizational Behavior, Group Dynamics, Research Methods, Statistical Analysis
- Senior Capstone: "Communication Effectiveness During Digital Transformations in Mid-Size Organizations"
- Dean's List: 4 semesters | Cumulative GPA: 3.7/4.0

CERTIFICATIONS

Prosci Change Management Practitioner (in progress)

Expected: April 2024

Prosci Inc.

Lean Six Sigma Green Belt

2023

ASQ

Project Management Fundamentals

2022

PMI

Advanced Facilitation Skills

2021

International Association of Facilitators

KEY PROJECTS

Enterprise Resource Planning Implementation

January 2023 - August 2023

TechForward Solutions | January 2023 - August 2023

- **Context:** Company-wide transition from legacy systems to integrated SAP platform affecting all business processes
- **Action:** Led change management workstream including stakeholder mapping, training design, and communication strategy for 450+ users
- **Result:** Achieved 92% user adoption within 8 weeks, zero business disruption days, and 96% user satisfaction with training program

Cultural Integration Initiative

June 2020 - December 2021

MidWest Financial Group | June 2020 - December 2021

- **Context:** Post-merger cultural alignment between two financial services companies with different operating philosophies
- **Action:** Designed and facilitated integration workshops, conducted cultural assessment surveys, and established cross-company mentorship program
- **Result:** Improved employee engagement scores by 35%, reduced voluntary turnover by 28%, and achieved unified culture metrics within 18 months

AWARDS AND RECOGNITION

Excellence in Change Leadership Award

Q4 2023

TechForward Solutions

Recognized for exceptional change management execution during SAP implementation that exceeded adoption targets by 15% and delivered project 3 weeks ahead of schedule

Innovation in Training Design

2021

MidWest Financial Group

Awarded for developing multilingual, multimedia training approach that achieved highest comprehension rates in company history during system transition

PROFESSIONAL DEVELOPMENT

Change Management Best Practices Workshop

2023

ACMP Chicago Chapter

Digital Transformation Leadership

2022

**Advanced Stakeholder
Engagement Strategies**
Corporate Education Group

2021