

JENNIFER PIETRZAK CARLSON

7333 E. Singingwood Drive, Anaheim Hills, CA 92808
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SENIOR HUMAN RESOURCES CONSULTANT

Blends 16+ years of global and domestic leadership experience with strong record of consulting success across multiple diverse industries

Offers exceptional client references:

"Jennifer is a brilliant HR consultant who is able to apply a combination of her own previous experience, detailed analysis, and great client relationships to assist client organizations in becoming more effective." *Tom Johns, Manager, The Disney University, The Walt Disney Company.*

"I would follow Jennifer through a minefield, except that I know she wouldn't allow it. Not until she had gone through first to make sure it was safe." *Ron Schrader, Director of Recruitment, ACC Capital Holdings.*

"Jennifer takes an innovative, intelligent approach to deliver practical business tools that are spot on" *Andrea Widen, Director, Organization Development, ACC Holdings.*

CONSULTING EXPERTISE

- | | | |
|--------------------------|---------------------------------------|-----------------------------|
| ▪ Strategic Planning | ▪ Organizational Design/Restructuring | ▪ Change Management |
| ▪ Leadership Development | ▪ Executive Coaching | ▪ HR Systems Implementation |
| ▪ Global HR Management | ▪ Employee Relations | ▪ Competency Development |
| ▪ Onboarding/Orientation | ▪ Reduction-in-Force (RIFs) | ▪ Employee Retention |
| ▪ Performance Management | ▪ Training & Development | ▪ Reward & Recognition |

PROFESSIONAL EXPERIENCE

JP CARLSON CONSULTING, ANAHEIM HILLS, CA

2007–Present

Principal/Consultant

Founded and manage independent consulting practice. Provide strategic and tactical HR guidance to diverse clients ranging in size from 10 to 45,000 employees and spanning multiple diverse industries. Also provide individual executive coaching services. Selected client projects include:

- Partnered with senior executives of Knowledge Learning Corporation to lead major change initiative – helped develop enterprise vision, values and mission statements for 4 business units along with shared services organization, and created roll-out process and tools.
- Led analysis and redesign of key role within client's organization – utilized job shadowing and focus groups to dig into the real issues (as opposed to management assumptions) and devised strategy for change.
- Designed highly successful 'work-life balance' pilot. As a result of improved employee morale, communication and productivity, client is now rolling program out to approximately 800 employees.
- Eliminated employee turnover within client's benefits organization, and dramatically improved department's reputation, by designing and delivering 4-part customer service program.

ACC CAPITAL HOLDINGS, Orange, CA

2004–2007

VP, HR Business (2006-2007)/Director Human Resources (2004–2006)

Initially hired to support IT department but quickly promoted into senior executive role and charged with helping lead company through challenging period caused by mortgage market problems. Provided ongoing coaching and guidance to managers and senior executives.

- Completely transformed the culture, creating best-in-class hiring, training and employee relations processes and systems. Also implemented enterprise-wide learning management system.
- Successfully organized and managed several rounds of downsizing in response to financial situation – created outplacement packages to help newly terminated employees and provided coaching and tools to maintain positive morale among the employees who were retained.
- Designed and implemented internship program to address staffing challenges within the IT group. Ultimately hired 80% of the interns into full-time positions as a result of the program's success.
- Centralized work visa/Green Card process to address potential exposure, achieving full legal compliance.
- Reengineered OD processes, maintaining exceptional quality while cutting HR staffing costs by approximately \$600,000.

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DISNEY WORLDWIDE SERVICES, Burbank, CA

2001–2004

Director, Training

Led team of 30 to create comprehensive object-oriented training program in support of global SAP implementation. Oversaw design and development of 89 courses to be delivered to 120,000 employees in 690 business units, 42 countries and 11 languages.

- Met 100% of 'go-live' deadlines and all training thresholds, overcoming numerous technical, environmental and financial challenges.
- Worked with consultant to identify needs, create over 5,000 learning objects, and implement a full suite of e-learning tools including web-based authoring tools and a virtual classroom.
- Saved over \$1 million in travel costs by leveraging virtual classroom technology to train 2,340 users.
- Advocated for, and implemented, company's first enterprise-wide learning management system.
- Launched 153,000+ web-based training programs and achieved high marks from users (4.3 out of 5) in a company previously accustomed to face-to-face training.

DISNEYLAND RESORT, Anaheim, CA

1992–2001

HR Business Partner (1999–2001)

Recruited into newly created position and charged with supporting 600 IT and Finance professionals and 20 senior executives, including the Controller, CFO and CIO.

- Earned respect of initially skeptical executives by working to understand business challenges and producing high quality work. Established HR function as a trusted strategic partner.
- Filled up to 80% of applicable vacancies through internal promotion as a result of successful succession planning.
- Led shared services transition for Accounts Payable, Payroll and Fixed Assets, creating processes that set the standard for future integration initiatives within other lines of business.
- Cut turnover 20% by creating retention toolkit for managers covering benefits, reward and recognition, career planning and flexible work options.

Performance Consultant (1998–1999)

- Project-managed implementation of employee satisfaction survey covering 10,000 employees – achieved 70% voluntary participation rate.
- Redesigned training programs to teach new performance standards and competencies to 400 leaders.

Earlier Disney positions: Research Integration Specialist (1997–1998); Local Measures Team Leader (1996–1999); Assistant Manager, Guest Services, Disneyland Resort (1996); Attractions Foreman, Disneyland Resort (1992–1996).

Additional Experience:

Teacher, Redlands Unified School District (1993–1995)

Judicial Intern, United States Supreme Court – Office of Administrative Assistant to Chief Justice (1992)

EDUCATION, SKILLS AND AFFILIATIONS

MBA (emphasis in Human Resources), University of Redlands, CA
BA, History/Law & Society with Honors, University of California, Riverside, CA

Secondary Teaching Credential, University of Redlands, CA

Lominger International Certifications: Career Architect / Interview Architect Express / Learning from Experience

Professional Affiliations:

Society for Human Resources Management (SHRM), World at Work