

NICOLE DESSAIN

Evanston, IL 60202

312.659.6499 • nicole@talentimperative.com • www.linkedin.com/in/ndessain/

SUMMARY

Versatile, PMI-certified Human Resources Consultant with 19 years of experience delivering transformational and global people programs that drive bottom-line results. Proven ability to think and consult strategically, identify and provide solutions to complex issues, and structure innovative talent solutions across various industries and levels in the organization including the C-suite. Unique blend of Accenture-trained consultant and in-house HR leader.

Talent Acquisition & Sourcing Optimization • Talent Strategy & Workforce Analytics • HR Transformation • Employee Experience & Retention • Talent Value Proposition and Talent Brand • Change Management & Communication • Design Thinking & Innovation • Human Performance Improvement

SELECTED ACCOMPLISHMENTS

Talent Strategy & Competency Design

- **Global High-Tech Company:** Designed a competency framework and gap assessment for the sales operation of a leading high-tech company enabling the organization to assess its talent needs for global expansion.
- **Higher Education Provider:** Created a talent segmentation framework identifying “mission critical” workforces to support the organization’s need for sharp focus in times of business turnaround.
- **Financial Services Organization:** Designed organization’s competency model as basis for the implementation of behavior-based interview training.

Talent Acquisition & Sourcing Optimization

- **Leading Consumer Goods Retailer:** Developed efficiency recruiting model in order for client to better respond to 75% increase in application volume. Recommendations resulted in significant reduction of search firm fees and increased process efficiency through self-service enablement.
- **Higher Education Provider:** Positively impacted cost per hire and time to hire by building an in-house sourcing team and conducting source optimization. Identified need to consolidate contract hiring and created a business case to leverage Managed Service Provider (MSP) impacting a \$19M spend.
- **Global Oil & Gas Company:** A re-structure of the client’s University Relations team resulted in massive internal stakeholder dissatisfaction and fear of not being able to attract highly skilled PhD science talent in the future. Closely collaborated with key stakeholders in the re-design of team and process resulting in early buy-in and successful re-launch.

HR Strategy & Transformation

- **Large Consumer Goods Retailer:** Led “HR Value Roadmap” project in support of CHRO’s HR Transformation efforts. Conducted benchmarking, time study, and current process and technology analysis. Provided guidance for stakeholder analysis and change management. Designed road map and high-level business case.
- **Leading Telecommunications Provider:** Led HR transformation strategy design supporting client’s Head of HR Transformation. Designed governance and Center of Excellence/Shared Services/HR Business Partner activity split. Analyzed internal and external HR leading practices and created a reference guide to jump start Center of Excellence creation. Designed a talent assessment process to select current HR professionals for the new roles.

Employee Experience & Retention

- **Academic Healthcare Provider:** Advised client on employee experience transformation and governance effort. Designed approach for the launch of governance teams and ran three successful pilots resulting in a comprehensive approach and multi-year employee experience journey.
- **Financial Services Organization:** Designed and implemented a best practice onboarding program which resulted in a 20% reduction in new employee turnover. Conducted performance improvement projects with several internal clients resulting in improved productivity and engagement. Created framework for improving customer satisfaction through employee engagement.
- **Technology Start-up:** Facilitated a re-design of the new hire experience using the “Sprint” methodology. Project resulted in a tested prototype after only five days.
- **Higher Education Provider:** Created business case for culture transformation and “great place to work” journey supporting CEO’s turnaround strategy. Managed engagement survey process impacting 13,000 full and part time employees and 160 top leaders of the company.

PROFESSIONAL EXPERIENCE

TALENT.IMPERATIVE INC, Evanston, IL **10/2013 – Current**
Chief Talent Experience Designer – Founded a “next generation” talent management consultancy based on the belief that in today's knowledge-based economy people are an organization's most critical asset. talent.imperative provides employee experience design services including workshops, design sprints and advisory aimed at creating agile talent programs and processes. Clients include BASF, Marvin, University of Chicago Medicine, AXA Assistance, Grubhub, Arity, IDEO, Farmer's Fridge, Huron, and Orlando Magic.

CAREER EDUCATION CORPORATION, Schaumburg, IL **01/2012 – 05/2013**
Director, Talent Strategies - Built and led a new Center of Expertise dedicated to designing and implementing strategies spanning the company's talent management agenda. Managed a team of 17 Talent Scouts and Talent Strategy Consultants and a \$2.8M budget.

ACCENTURE MANAGEMENT CONSULTING, Hamburg, Germany and Chicago, IL **2007 – 12/2011**
Senior Manager, Talent & Organization Consulting - Led design and development of talent strategies and HR transformations at an array of Fortune 100 clients across various industries and workforces.

DAIMLERCHRYSLER FINANCIAL SERVICES, Berlin, Germany and Farmington Hills, MI **2001 – 2007**
Manager, Learning & Career Development - Led learning interventions for 2,000 employees in the Americas.
Career Marketing & Recruiting Consultant – Re-imagined "Career Marketing" function as a strategic business partner supporting the company's goal to attract, motivate and develop talented employees.
International Management Associate – Competitively selected for a one year rotational international management trainee program for HR professionals.

EDUCATION & PROFESSIONAL DEVELOPMENT

Adjunct Faculty Master's in Learning and Organizational Change, Northwestern University, 2017
Design Thinking Certificate and Coach, LUMA Institute (2019), IDEO U (2017)

Executive Education: Strategy, Leadership, Branding, University of Chicago – Booth, 2013

Project Management Professional (PMP), Project Management Institute, 2007

Certified Behavior-Based Interview Trainer, AON/Novations, 2005

Master of Arts (M.A.), International Information Management, University of Hildesheim, Germany, 2001