

Kristy Monique Vasquez

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People first - Organizational Change Management Consultant with extensive experience in organizational communication /training, readiness assessment analysis, implementing strategies to maximize adoption, increase revenue and maximize efficiency.

Change Management Analyst

10/2024 to 04/2025

Dollar Tree Corporation – Chesapeake, VA

- Implemented ADAKAR methodology for end-user adoption, communication and training plans for Workday transformation at Dollar Tree Stores.
- Created Frequently Asked Questions (FAQs) from demo questions sessions related to Workday for Talent Acquisition, PEX, Compensation, Payroll, Performance/Learning and Core HCM key process and role changes.
- Developed internal communications for all leadership levels regarding process, workflow, and role changes in Workday HCM/Payroll transformation.
- Assessed readiness assessments/qualitative data from live virtual polls, live evaluation questionnaires and UAT surveys to identify Workday training and communication gaps.

Organizational Change Manager

04/2024 – 07/2024

Inland Empire Health Plan – Rancho Cucamonga, CA

- Led a full cycle Jive to SharePoint migration OCM plan for 6,000 employees, increasing adoption and awareness.
- Partnered with Enablement SMEs to create New User Experience FAQs and WIIFMs for end-user reinforcement.
- Managed projects using Agile and Waterfall approaches, adapting methodology based on project complexity and client needs.

Organizational Change Manager

10/2022 – 04/2024

ONESource HR - Los Angeles, CA

- Developed and executed OCM training and communication plans for new HCM user app technology initiatives, enhancing employee empowerment and autonomy.
- Conducted readiness assessments to identify key stakeholders and employee resistance, ensuring smooth transitions for technology transformations.
- Created 30-day Playbooks for leadership transitions, facilitating seamless onboarding processes for new leaders.

Organizational Change Management Consultant

07/2021 – 10/2022

Trellix - Plano, TX

- Led change management initiatives utilizing ADKAR and Lewin theories to enhance lateral communication within Global Sales Operations team.
- Managed international sales operations organizational change management projects, including Salesforce and Clari process/integration changes.
- Developed communication/training materials and conducted stakeholder analysis to mitigate and identify risks/resistance for all levels of an organization.

Organizational Change Management / Transportation Demand Management Consultant

06/2019 – 07/2021

L.A. Metro/Innovative TDM Solutions, CA

- Utilized survey analysis and readiness evaluations to acquire data on Average Vehicle Ridership (AVR) for LA Metro/ITS.
- Introduced marketing, change, and communication plans to promote SaaS ridematch technology and ride-sharing initiatives.

- Conducted stakeholder analysis to identify and mitigate resistance within the organization.

Sales Trainer

02/2019 – 06/2019

Seek Business Capital, Los Angeles, CA

- Trained new sales team members in corporate policies, selling strategies, and product expertise.
- Revised commission system, leading to increased commissions for associates.
- Implemented Salesforce for lead management and phone-based agent training.
- Established phone scripts to reduce talk time and boost upselling for the sales team.

Sales / Organizational Change Management Consultant

04/2017 – 06/2018

PayrollCentric - Los Angeles, CA

- Conducted individual interviews and surveys using Survey Monkey to gather data.
- Identified resistance areas and performance gaps through root cause analysis methods.
- Created employee development opportunities, leading to increased empowerment and a 20% improvement in customer service and employee satisfaction.

Education

Master of Science in Change Management and Leadership

Pepperdine University Graziadio Business School, Los Angeles, CA

Bachelor of Science in Psychology

University of Phoenix, Pasadena, CA

Technical Proficiencies

Microsoft 365 (including Power BI & Project), G-Suite, ADP Payroll, Survey Monkey, GoToMeeting, RidePro, eCopy PDF Pro Office, Sisense, Clari, Lessonly, Microsoft Teams, Zoom, Slack, Smartsheet, Azure DevOps

Certifications

Employee Transportation Coordinator

South Coast Air Quality Management District (SCAQMD)