

Stephen Bowie

stbowie@gmail.com

1446 N Leavitt St, 1R, Chicago, IL, 60622

602-750-4139

EXPERIENCE

Learn to Live Online Cognitive Behavioral Therapy – Director of Member Outreach Feb 2013 - Current

- Developed **reporting metrics** on member progress for **entire company portfolio of members**, leading to more targeted messaging and increased member participation
- Contacted **300+ prospective and current members' each week** to increase adoption rate and user engagement
- Responded to **all customer questions, issues, and complaints** and followed up to ensure success
- Recruited program advocates from members who completed the social anxiety program, resulting in approximately **10% of weekly site traffic**
- **Added 120+ new members** during program's free trial period through the use of flyers, online forum participation, and online advertising
- Created strategy for online community page to engage current and prospective members

Deloitte Human Capital Consulting – Consultant

July 2009 - Dec 2012

- Clients and projects
 - Worked on projects with **seven different clients** spanning multiple industries, including publishing, food, wine & beverage, energy, health plans, and cosmetics
 - **Built trust with primary client counterparts** through a firm knowledge of project scope, the ability to clearly establish client expectations, and the appropriate escalation of project issues
- Project management
 - Created and executed against a **comprehensive communication plan in Microsoft Project** to educate 200+ employees on changes to expect from Oracle financials
 - Managed weekly updates to the project plan and escalated work stream issues as appropriate
 - Managed and reviewed the work of graduate level intern
 - Created communications plan leveraging the **use of 19 existing company communication channels** and recommending the **addition of seven new channels** to improve driver safety
- Driving change
 - Managed the development of Employee Readiness Guides for Supply Chain and Marketing, which documented **100+ changes to processes and impacts to employees**
 - Catalogued 218 change impacts, which would be used by the team to create employee awareness activities across all functions
 - **Developed strategy** for communications, employee readiness, leadership alignment, and training efforts, including **38 distinct activities over a year-long** technology implementation
 - Developed survey assessments to **evaluate go-live readiness of 1000+ end users**
 - Researched and designed change management program to address driver safety issues
- Cross-functional collaboration
 - Facilitated the mapping of **67 technical processes in SAP to 232 end users** across Supply Chain, Marketing, Finance, Sales, and Customer Service, and validated with functional leadership
 - Worked **cross-functionally with technology teams** to translate their knowledge of existing platforms to easy-to-read communications
- Writing and communication
 - Developed **competency model** for use in employee development, job descriptions, and hiring decisions within PM organization – included 25 competencies, their descriptions, the descriptions of three proficiency levels for each, and recommended proficiency level by position
 - Wrote weekly newsletter **to educate 100+ employees** in project management organization
 - Designed and developed **awareness training for 300+ employees and executives** impacted by newly implemented technology system
 - Built a playbook and training materials for **executive level mentoring and coaching program** to support succession planning
- Analysis and reporting
 - **Combined employee data** from two legacy HR systems to prepare for workforce analysis of **1700+ employees**
 - Performed analytics of hiring, attrition, and retirement to project future workforce needs in critical areas; **projected 600+ employees to retire within 5 years**

EDUCATION

University of Michigan, Ann Arbor, MI

Aug 2005 - May 2009

- Dual-major Bachelor of Arts in Organizational Studies and Economics
- GPA: 3.7