

JEFF C. WOODS

LEADERSHIP DEVELOPMENT STRATEGIST

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PROFILE

Highly accomplished Leadership Development Strategist with a Doctorate in Organizational Leadership and over two decades of experience in driving organizational change and maximizing human potential. A visionary leader adept at designing and implementing innovative leadership programs, fostering employee engagement, and optimizing organizational performance. Skilled in talent management, succession planning, and diversity, equity & inclusion initiatives.

KEY COMPETENCIES

Leadership Development	Talent Management	Strategic Planning	Team leadership
Executive Coaching	Succession Planning	Performance Evaluation	Mentorship
Organizational Design	Diversity, Equity & Inclusion	Change Management	Employee Engagement

PROFESSIONAL EXPERIENCE

TALENT DEVELOPMENT STRATEGIST

DEC 2020 - MARCH 2024

Evava Health

Transformed organizational culture and reduced turnover costs by \$2 million through innovative leadership and talent development initiatives. Designed and implemented a comprehensive Leadership Academy, driving continuous learning and enhancing individual and team performance. Advised senior leadership on transitioning to an HR Business Partner model, resulting in streamlined processes and increased organizational agility.

- Spearheaded company-wide leadership and talent development initiatives, resulting in the identification and resolution of \$2 million in turnover costs.
- Designed and led the Talent, Executive, and Managerial Leadership Academy, enhancing individual and team competencies.
- Advised VP of HR on transitioning to an HR Business Partner model, driving organizational efficiency and effectiveness.
- Developed HR Key Performance Indicators (KPIs) and talent matrix, optimizing organizational performance.
- Implemented succession planning processes, ensuring continuity of key roles across the organization.
- Led Diversity, Equity & Inclusion (DE&I) efforts, fostering a culture of belonging and respect.
- Facilitated succession planning initiatives to ensure smooth transitions and continuity in key leadership positions.
- Designed and implemented a comprehensive leadership development initiative to support organizational growth and succession planning needs.

PRINCIPAL CONSULTANT & LEADERSHIP DEVELOPMENT STRATEGIST

APR 2012 - SEPT 2020

Full Circle Consulting

Collaborated with executive teams to design and execute strategic leadership development programs, resulting in enhanced performance and employee engagement. Designed and facilitated customized workshops impacting over 500 K-12 leaders and administrators, driving positive behavioral change and improving organizational effectiveness. Co-created and facilitated a leadership development program for youth baseball players, instilling essential leadership skills and fostering personal growth.

- Spearheaded initiatives in organizational change, conflict management, and human capital management, driving transformative results.
- Collaborated with senior leadership to align leadership development strategies with strategic business objectives, fostering organizational growth.
- Delivered training on conflict resolution techniques and positive team dynamics, maximizing team effectiveness and cohesion.
- Partnered with Human Resource leaders to cultivate high-performing teams and establish cultural anchors for sustainable success.
- Designed and delivered "5 Pillar Performance for Living and Leading," impacting over 1000 leaders, educators, and administrators with values-based leadership training.

REGIONAL DIRECTOR**APR 2013 - JAN 2016****The Expectations Project**

Directed collaborative partnerships with non-profits, faith institutions, and community leaders to support public education, resulting in increased public support and revenue generation exceeding \$450K. Facilitated regional equity events between school superintendents and faith communities, fostering dialogue and action to address educational disparities.

- Provided leadership and executive management to develop collaborative partnerships with non-profits, faith institutions, local government partners, school districts, and community leaders.
- Increased public support from faith communities for Indianapolis Public schools and raised revenue from \$0 to over \$450K in one year by raising awareness of public school inequities.
- Facilitated regional school equity events between superintendents and faith communities.

SENIOR CONSULTANT**JAN 2009 - JAN 2012****Verizon Communications**

Led training initiatives for supervisors and front-line associates, delivering over 1,400 hours of training and enhancing customer service excellence. Conducted assessments and analysis of professional development needs, contributing to the design of Verizon's National Leadership Development Program.

- Ascended from Regional Contact Center Operations Manager to Senior Consultant, leading 250+ employees and 12 direct reports across unionized and non-unionized units. Through strategic leadership, drove a 25% increase in sales and quality performance, yielding \$1.2 million in revenue growth.
- Negotiated union contracts, fostering collaboration and organizational cohesion amidst complexity.
- Directed a high-performing team of 12, optimizing productivity and morale with strategic leadership.
- Engineered innovative strategies to enhance sales and quality performance, driving unprecedented results.
- Cultivated a culture of excellence, inspiring teams to surpass expectations and achieve remarkable outcomes in a competitive industry.
- Facilitated leadership development programs and contributed to the design of Verizon's National Leadership Development Program.

REGIONAL OPERATIONS CALL CENTER MANAGER**APR 2007 - JAN 2009****Verizon Communications**

Oversaw 250 collections associates and twelve supervisors, collaborating with HR to renew union contracts. Achieved a 30% reduction in employee code of conduct violations and a 20% increase in consumer quality.

- Supervised a workforce of 250 customer service, union associates, and twelve supervisors.
- Collaborated with Human resources to renew union contracts for 250 call center employees.
- Reduced employee code of conduct violations by 30% by improving Leadership skills with supervisors.

CALL CENTER CONSUMER SALES MANAGER**APR 2005 - JAN 2007****Verizon Communications**

Led a team of 130 representatives and 11 supervisors, driving a 25% increase in consumer sales and quality performance. Implemented process improvements and incentives, resulting in a 20% reduction in caller abandonment.

- Managed, developed, motivated, and trained a staff of 130 call center reps and 11 supervisors.
- Improved consumer sales & quality performance by 25% and reduced caller abandonment by 20% through process improvements and incentives.

EDUCATION**ARGOSY UNIVERSITY**

Doctor of Education (Ed.D) - Organizational Leadership

INDIANA TECH

Masters in Business Administration (MBA)

UNIVERSITY OF RHODE ISLAND

Bachelor of Science (B.S)- Corrective and Adaptive Physical Education

CERTIFICATIONS**APR 2021****UNIVERSITY OF SOUTH FLORIDA**

Diversity, Equity, and Inclusion in the Workplace

REFERENCES AVAILABLE UPON REQUEST