

TONYA LUCAS

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Talent professional and graduate student known for detail-oriented approach to process improvement and implementation that leverages personal touch resulting in increased performance, accountability, and collaboration. Blends subject matter expertise with business acumen and data analytics to drive client-centered and customer-focused results. A passionate and adaptable professional ready to take on new challenges with a creative perspective. Possesses 6+ years of experience in the talent space and expertise in the following areas:

- Data Analysis
- Survey Design
- Change Management
- Diversity & Inclusion Program Development
- Training and Facilitation
- Training Needs Analysis
- Workforce Planning
- Recruitment and Talent Acquisition
- Training Development

CORE COMPETENCES

- ✚ **Change Management:** Leading change following the Kotter Eight Step change model, guiding virtual team through various changes in leadership and structure, managing the emotional impacts of change, embracing change and helping guide an outlook that looks for ways to perform with uncertainty and ambiguity
- ✚ **Strategic Planning:** Shaping and advising on workforce planning for shared services alignment implementation, managing and coordinating volunteers to meet organizational goals, aligning process creation with organizational goals, garnering support and buy-in from key stakeholders
- ✚ **Commitment to Excellence:** Actively seeking process improvement, creating and maintaining process documentation, developing and enhancing quality control audit for offer processing, organizing and delivering new hire training program, generating new ideas for optimizing and streamlining processes
- ✚ **Talent Development:** Guiding and advising employee decisions with goal planning and career mapping, designing and delivering training on individual development planning, organizing training programs

EDUCATION AND PROFESSIONAL ASSOCIATIONS

- ✚ **Society for Industrial Organizational Psychology (SIOP)** Student Affiliate Member
- ✚ **Master of Arts in Industrial Organizational Psychology (M.A.)** from the University of North Carolina at Charlotte, Expected Summer 2018
- ✚ **Bachelor of Science in Psychology (B.S.)** from Appalachian State University, Concentration: Human Services
- ✚ **Bachelor of Arts in Dance Studies (B.A.)** from Appalachian State University, Minor: Sociology

PROFESSIONAL PROFILE

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|--------------------------------|-------------------------------------|---------------|
| ✚ Allegis Global Solutions | Recruitment Coordinator | 2015- Present |
| ✚ Premier Members Credit Union | HR Specialist - Recruiter | 2015 |
| ✚ Premier Members Credit Union | Customer Service Representative | 2014- 2015 |
| ✚ Retail - Various | Management and Associate Roles | 2010- 2014 |
| ✚ ASU Women's Center | Volunteer Coordinator and Volunteer | 2008- 2013 |

ADDITIONAL SKILLS

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| ✚ Written and Verbal Communication | ✚ Microsoft Office Suite | ✚ Adaptability |
| ✚ Microsoft Excel for Data Analysis | ✚ Campus Recruiting | ✚ Time Management |
| ✚ R for Data Analysis | ✚ Applicant Tracking Systems | |