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Resume and Project Highlights
Sondra Hathaway
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O D E V E L O P E R

Professional Experience and Growth



GARLAND
TEXAS MADE HERE



Prosci[®]





Civic Innovation Consultants

Start Date	End Date
March 2025	current

Deliver services and develop tools to support company strategic development initiatives.

Designed and deployed 2 full-stack web apps to support project and change management (OCM Quest and CreatorPath)

Designed online dashboards and metrics to track progress toward strategic goals (NBD Tracker, Proposal Generator)

Conducted new business development, including scoping, budgeting, proposal writing, and sales presentations,



Transform Local Gov

Start Date	End Date
November 2023	current

Lead organizational development initiatives that improve employee engagement and reduce employee attrition.

Analyzed and conveyed employee and customer insights through quantitative and qualitative data analysis (more than 3,000 employee surveys and more than 500 customer interviews)

Developed and implemented rewards and recognition initiatives to improve employee engagement

Developed and delivered dozens of comprehensive training programs to hundreds of employees and leaders

Implemented values-based employee applicant interviewing process and design new values-based performance management system

Developed organizational customer service initiative and delivered custom in-person and online training

Led teams to develop and integrate new value and competency-based performance management system with matching software application

Led change management efforts during and after organizational strategic planning and digital transformations

2

Full-Stack Apps

```

ment.getElementById(div).innerHTML = errEmail;
if (i==2)
    atpos=inputs[i].indexOf('@');
    dotpos=inputs[i].lastIndexOf('.');
    if (atpos<1 || dotpos<atpos+2 || dotpos>
        document.getElementById('errEmail').inner
    else
        document.getElementById(div).innerHTML = errEmail;
    }
    if (i==5)
        if (atpos>dotpos+2)
            document.getElementById('errEmail').inner
}

```

93%

Employee Courteousness
Rating by Customers

9/10

Employee
Net Promoter Score

↓13%

Regrettable
Turnover



Start Date

August 2020

End Date

October 2023

Led organizational development initiatives totaling over \$2.3M revenue, including multi-year digital and culture transformations.

Designed and executed large-scale organizational change strategies, by anticipating challenges, defining scope, and executing detailed project plans

Conducted more than 200 change impact and stakeholder analyses, sponsor coaching sessions, and change readiness assessments across 12 industries

Coached and developed leaders and project team members on effective change management methodologies including ADKAR, Bridges, and Kotter's the-

Developed custom analytics dashboards using Tableau, Smartsheet, Sharepoint, MS Excel, and Power BI to help clients track change adoption, readiness assessments, and engagement metrics

Established regular feedback loops with clients to refine OCM strategies

Supervised, trained, and mentored peer consultants delivering organizational development and change management services

Engaged client stakeholders through more than 100 1:1, small and large group discussions

Developed success metrics, evaluated, and reported on change effort effectiveness for multiple, simultaneous organizational transformation projects

Conducted new business development, including scoping, budgeting, proposal writing, and sales presentations

2.3m
Revenue

100%
Risk Resolution

70%
Win Rate





Start Date
December 2017

End Date
August 2018

Managed team to engage and develop for over 2,000 employees across 15 departments and more than 25 divisions

Created more than 20 engaging online learning courses and tests for employees using Articulate software

Implemented agile and Lean methodology (including sprint planning, iterative design, waste identification and elimination, and continuous feedback loops), reducing process cycle time by 35% across more than 30 processes

Deployed employee engagement survey annually; analyzed and communicated results to more than 200 leaders and executives

Collaborated closely with communications team to ensure awareness, desire, knowledge, and ability for internal and public stakeholders throughout major changes

↓35%

Process Cycle Time

20+

Online Learning Courses Created



Start Date
April 2015

End Date
October 2016

Designed executive communication and change measurement strategies to earn trust and reduce change resistance

Collaborated to manage organizational change during \$9.45 billion bankruptcy and acquisition, ensuring seamless integration and cultural alignment for more than 3,500 employees across multiple business units

Delivered company-wide 9-Box succession planning

Developed proprietary career planning process resulting in 17% improved ratio of Internal Promotions to External Hires

Built and delivered more than 15 custom training solutions

Provided executive coaching to company leaders including C-suite and VP-level executives

Developed and delivered custom in-house leadership development program for Information Technology Department, training more than 20 IT leaders

Designed and created more than 40 quick-reference guides and job aids to support leaders in talent management, performance management, and career development

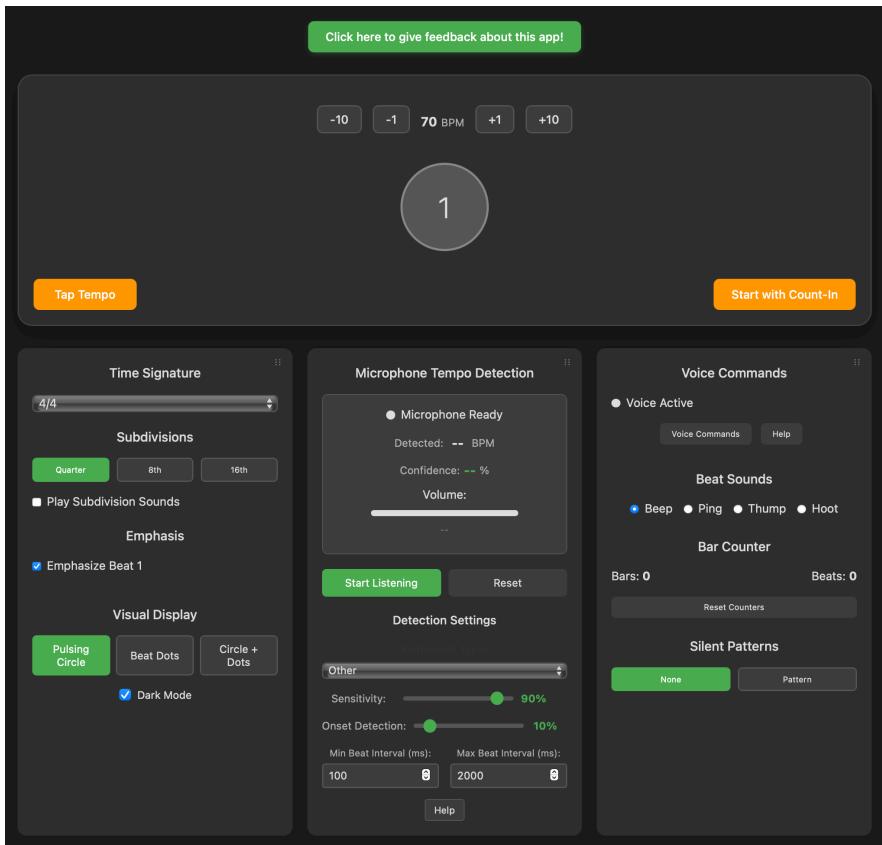
40+

Quick Reference Guides

↑17%

Internal Promotion Rate

Projects



BLAMESHIFTERS

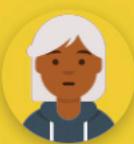
Home About Music Shows Gallery Contact

BLAMESHIFTERS

ELECTRIFYING ROCK & ROLL

Listen Now **See Shows**

The website features a dark background with a photograph of a person's arm and hand reaching upwards. The band name "BLAMESHIFTERS" is prominently displayed in large, stylized, blue-to-pink gradient letters. Below it, the text "ELECTRIFYING ROCK & ROLL" is written in white. At the bottom, there are two calls-to-action: "Listen Now" in a pink button and "See Shows" in a blue button.



Stakeholder Details

6% Complete (1/17 fields)

Group Name:

Supervisor

What fears, concerns, or uncertainties might they have?

TBD

What degree of control or autonomy will they lose or gain?

TBD

What competing priorities might limit their capacity for change?

STAKEHOLDER



IMPACT ANALYSIS

Stakeholder Impact Identification

Click on the avatars below to identify groups that will be impacted by your project changes

0 of 12 stakeholders identified

Select Stakeholder Groups



OWNER



SUPERVISOR



CUSTOMER



HR



MANAGER



FINANCE

[EXPORT](#)[IMPORT](#)[TEMPLATE](#)[Dashboard](#)[Calendar](#)[Table View](#)[+ Add Opportunity](#)

TOTAL OPPORTUNITIES

0



DUE THIS WEEK

0



COMPLETED

0



TEAM MEMBERS

10

Upcoming Opportunities

Team Workload

Sarah Johnson

3 total

Let's personalize Development Services impact

Just a few quick questions to create your team's impact visualization

What's your Development Services focus?

How many projects does your team process monthly?

What's your typical Development Services project size?

Planning & Zoning

5

Small (\$1M - \$5M)

\$12,500,000

Economic Impact

Development Services generates \$12,500,000 in economic value for the community!

Back

See Full Impact

Theme

CIC Proposal Generator

To generate a proposal in a formatted CIC template, please complete the sections below

The form will fill in the appropriate sections of your template and let you download it so you can further. For example, selecting "Town" will populate reference to the "Town" ensuring we don't a proposal that refers to a "County" by mistake.

This form can be edited by reviewing the README.md file located in the CIC "Templates" folder

Client Name

Project Title

