

Heather D. Akpan, PHR, SHRM-CP, PSHRA-CP, FCLRP

Professional Profile

Seasoned leader with comprehensive expertise in talent management, organizational development, learning strategies, compensation, benefits, diversity management, and regulatory compliance. Proven success in leading cross-functional teams, optimizing processes, and driving large-scale projects to completion within budget and timelines. Skilled in creating inclusive work environments and developing strategies that enhance diversity, equity, and inclusion across all organizational levels. Adept at aligning workforce development with business goals, resulting in improved performance, employee engagement, and retention. Recognized for effectively navigating complex employee relations, providing executive-level consultation, and ensuring compliance with legal and diversity standards. Known for fostering collaboration and spearheading innovative solutions that drive long-term organizational growth.

Professional Accomplishments

Leadership and Management

- Manager of 60-person team, instrumental in reducing a \$200 million backlog to less than \$50 million within one year.
- Direct the strategy for a 15-person team responsible for creating people centered processes that align with the business needs of the County.
- Led the performance management process for 1200 employees, which encompassed training on the performance feedback tool, coaching leaders on the creation of strategic goals, reviewing written evaluations and monitoring on completion against deadline. Accomplished a 99% on time completion rate in two years up from less than 50% previously.
- Leadership of all HR team functions for 11-person team serving 500 employees in 9 offices in the US and Canada.
- Director of 10-person team with responsibility for administering HR functions for 1200 employees in the areas of compensation classification, and employee relations.

Organizational Effectiveness

- Created a new talent profile for an organization by determining success factors of high performing representatives and analyzing supporting metrics.
- Responsible for creating Individual Development Plans for top 20% of leadership team which were the primary input in the Succession Planning process.
- Created organization impact analysis comprised of over 1000 individuals for 7 departments in 5 states. Responsible for creating a detailed skilled assessment, developing a training participant analysis for training delivery strategies, and meeting with company executives to articulate the organization change challenges and propose solutions.
- Led a project to create new competencies for 500+ fulltime employees and 6000+ part time employees. Conceptualized the strategy, created the research/interview tools, facilitated the competency team meetings (consisting of SVP – analyst level) presented the findings to the Executive team, rolled out the new Competencies through training.

Change Management and Transformation

- Led change management training programs for senior leadership, ensuring alignment and buy-in for major corporate initiatives, resulting in a 95% project adoption rate.
- Developed comprehensive change communication strategies that maintained transparency and employee engagement during a critical transformation phase.
- Collaborated with the C-suite to redefine the company's strategic vision, facilitating the transformation of the company's employee engagement strategy and driving a measurable shift in culture.

Diversity and Inclusion

- Created and led diversity training programs for senior leadership and employees, promoting awareness and understanding of unconscious bias, resulting in a revamping of the performance evaluation system.
- Led the Distributed workplace initiative which resulted in procedures that support the ability for employees to work remotely or in a hybrid office/ remote position.
- Established anonymous surveys and feedback channels to gather employee insights on DEI initiatives and workplace culture.
- Conducted regular assessments of employee satisfaction related to diversity and inclusion.

Work History

Director, Human Resources Alachua County Board of County Commissioners Gainesville, Florida <u>Concurrent positions</u>	4/2018-Present
Interim Director, Court Services Alachua County Board of County Commissioners Gainesville, Florida	3/2203 - Present
Vice President, Human Resources Meridian Behavioral Healthcare, Inc. Gainesville, Florida <u>Concurrent positions</u>	3/2011-4/2018
Assistant Director, Human Resources (contract with Meridian) The Centers, Inc. Ocala, Florida	1/2014-4/2015
Director, Human Resources GMR Marketing, LLC Milwaukee, Wisconsin	8/2006-11/2010
Leadership Development Specialist Time Warner Cable Milwaukee, Wisconsin	8/2003-8/2006
Program Manager Lake Region Conference Milwaukee, Wisconsin	8/2001-5/2003
Manager, People Practice Accenture Milwaukee, Wisconsin	5/1995-8/2001

Education

BA – History
Ripon College

Certifications – PHR, SHRM-CP, PSHRA-CP, FCLRP