


CREONN HARPER

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EXPERTISE	SUMMARY
Organizational Psychology Change Management Organization Design Organization Development Organization Health Op Model Transformation Employee Experience Design Thinking Process Design Lean Six Sigma Project Management Data Analytics	Creonn Harper is an organization transformation executive with 9 years of experience supporting clients through business transformations across a multitude of industries. Creonn is known for his ability to deliver data driven, talent and organizational solutions that drive business outcomes.
INDUSTRY EXPERIENCE	PROFESSIONAL EXPERIENCE
Financial Services Retail - Pharmacy Construction Healthcare	Director, Employee Experience & Global Onboarding – Allstate, Chicago IL OCT 2022 – Present <ul style="list-style-type: none">Set strategic direction and experience design to improve net promoter score by 10%Draft product roadmap to digitize onboarding and increase time to productivity by 5%Lead Workday onboarding and HR digital app implementation reducing call volume by 9%Transform onboarding operating model to reduce costs by 25%
PROJECT PORTFOLIO	Sr Manager, Employee Experience – Allstate, Chicago IL MAR 2022 – OCT 2022 <ul style="list-style-type: none">Launched employee experience listening to identify moments that matterDeveloped personas and journey maps to inform HR digital transformation ambitionLeveraged design thinking to accelerate HR journey to a product centric organization
Global Transformations (3) Organization Transformations (5) Digital Transformations (7) Culture Transformations (2)	Manager, Global HR Business Transformation – WBA, Deerfield IL AUG 2020 – MAR 2022 <ul style="list-style-type: none">Owned the global HR organization design strategy and Service Now portal implementationLed process optimization for global people transition to reduce cycle time by 44%Delivered organization health surveys to improve transformation effectiveness
EDUCATION	Manager, Organization Development & Change – Walgreens, Deerfield IL MAR 2019 – AUG 2020 <ul style="list-style-type: none">Partnered with HRBPs on global organization redesign efforts to achieve \$500M cost-saving targetDesigned organizational development methodology and tools in partnership with HRBPs and HR COEsCreated talent and change management SOWs to outline support, resources, and costs
M.A. Industrial Organizational Psychology, Chicago School of Professional Psychology, Chicago IL Sept 2014 – April 2016	Consultant, Organization Development & Change – Walgreens, Deerfield IL MAY 2016 – MAR 2019 <ul style="list-style-type: none">Advised on large-scale transformational initiatives to increase adoption and maximize benefit realizationProvided coaching and training to executives to enhance their ability to effectively lead change projectsApplied structured change management approach to agile and waterfall technological implementationsDeveloped change management plans (i.e., stakeholder engagement, communications, and readiness)
B.A. Psychology, Indiana University, Bloomington IN June 2009 – May 2013	Intern, Change Management – Palmer Consulting Group, Chicago IL JAN 2016 – APRIL 2016 <ul style="list-style-type: none">Collaborated with senior consultant to develop communications strategyDeveloped change assessment to assess readiness for implementation and created mitigation plansDesigned metrics to evaluate the effectiveness of user training
	Extern, Organization Effectiveness – Aspirations of Life, Chicago IL JAN 2015 – APRIL 2015 <ul style="list-style-type: none">Designed organizational structure to enhance effectiveness and engagementImplemented behavior anchor rating scales to improve performance managementRestructured job descriptions by performing job analysis
	Intern, Talent & OD – Blue Shield of California, San Francisco CA JUNE 2015 – AUG 2015 <ul style="list-style-type: none">Facilitated change management process for SharePoint implementationCreated learning resources to build team members' capability and competencyExecuted gap analysis on human capital and benchmark data to identify areas of improvement