

AMY LANKENAU McPHERSON

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STRATEGY & ORGANIZATIONAL EFFECTIVENESS PROFESSIONAL

ORGANIZATIONAL STRATEGY | RELATIONSHIP MANAGEMENT | ORGANIZATIONAL DEVELOPMENT

Strategic leader with expertise navigating small, entrepreneurial environments as well as Fortune 500 corporate and non-profit clients. Select clients: TJX, Walt Disney World, Bank of America, Merck, NYC Bar Association, American Express, Radcliffe, Exxon Mobil, MIT, DuPont, Ford, Sanofi Genzyme, and Biogen.

Delivering organizational and strategic solutions that support business goals and transformation. Client-centered approach, focused on asking the right questions, deeply understanding business needs, and resolving critical challenges. Exceptional collaborator and communicator with partners across all levels and functions. Valuable balance of big-picture perspective and detailed execution skills.

MBA from the Wharton School with a concentration in Organizational and Strategic Management.
BA *magna cum laude* from Wellesley College in Psychology.

KEY AREAS OF EXPERTISE

Stakeholder Relationship Building | People & Project Management | Team Leadership | Collaboration | Program Design | Outcomes-Focused | Critical Thinking & Analysis | Presentations | Facilitation

PROFESSIONAL EXPERIENCE

ALM CONSULTING, LLC, Boston, MA

2007- present

Founder & Principal

<http://www.almconsulting-llc.com>

Launched and sustained independent consulting firm specializing in strategy, organizational effectiveness and development, change management, and talent management for corporate and non-profit clients. Select projects include:

- Brought in to steer matrixed project for **Biogen's** Supply Chain division, to implement new online learning and core competencies for career development; managed relationship with key vendor (Accenture Academy), trained 150 employees on the new system, and completed project on time. Managed a team of six professionals.
- Led extended project at **TJX** to address global business challenge; conducted comprehensive research and analysis, including facilitated research discussions and interviews; designed pilot of new work schedules, and presented results to CEO's direct reports; new approach was later rolled out to a broader company team.
- Conducted project for the **NYC Bar Association** to understand the causes and solutions around limited diversity at major New York City law firms. Led in-depth interviews and survey at 50 firms, completed a rigorous statistical data analysis, and presented results to well-attended meeting with firm representatives.
- Consulted to emerging women entrepreneurs at the **Center for Women and Enterprise**.
- Collaborated with the Executive Director of the Work-Life Center at **MIT** to analyze university-wide survey data and create a work-life strategic plan for university senior leaders.
- Advised internet start-up on using the internet to connect users around shared interests and helped raise over \$250,000 in initial funding with 4,000 users.
- Engaged to participate on a team developing a management briefing on team building at **Sanofi Genzyme**. Developed content and trained over 30 managers, significantly improving managerial effectiveness.
- Co-led senior management workshop on work-life effectiveness for **Exxon Mobil**. Developed project materials on the business case for flexibility as well as the challenges of managing virtual teams.

HEWITT ASSOCIATES (now Kincentric, a Spencer Stuart Company), Waltham, MA

2006 – 2007

Consultant, Talent and Organization Consulting Practice

- Conducted qualitative research on **Saint-Gobain North America** to understand company culture receptiveness to potential merger.
- Served on project team to redesign performance management process at **American Express**, with goal of training all levels of management on manager capability and leadership skills.

- Led proposal effort to increase women's advancement opportunities at American Express. Wrote proposal and with a team of experts, presented it to senior client leaders.

BOSTON UNIVERSITY SCHOOL OF MANAGEMENT, Boston, MA

2002 – 2003

Associate Director, Corporate Relations, Feld Career Center

- Quintupled number of employers recruiting on campus and engaging with students.
- Results contributed to school achieving first time ranking on top 50 of *The Wall Street Journal's* list of best business schools.
- Collaborated with Associate Dean to reach out to donors' organizations as well as to alumni to foster valued relationships with potential employers, enhance alumni engagement and increase development efforts.
- Managed, recruited, and trained high-performing team, of 5 professionals earning high satisfaction scores on feedback measures.

MANAGEXPRESS.COM, Boston, MA

2000 – 2002

Co-Founder

- Created comprehensive business plan for internet start-up, designed to support managers through high degree of online interaction on people issues.
- Launched the business, helped secure initial funding, and served on executive leadership team.

WFD CONSULTING, Boston, MA

1996 – 1998

Consultant (1996 – 1998) / **Analyst** (1996)

- Reduced hourly cast member turnover at **Walt Disney World**; analyzed factors related to retention and developed solutions to improve work content/variety and introduce flexible work arrangements.
- Assessed workplace flexibility as a factor in retention of high-performing women at **Deloitte Consulting**. Developed in-depth survey instrument in collaboration with client and presented findings to senior leadership.
- Conducted organizational assessment at **Ford**. Led quantitative analysis of findings – resulting in critical discoveries regarding contrasting concerns of employees in different demographic groupings.

Prior experience as Research Assistant at **ABT ASSOCIATES** (1993 – 1996).

RECENT PROFESSIONAL DEVELOPMENT

- Agile Project Management Certification (spring 2020)
- Workday Certification (spring 2020)
- Advanced Excel Certification (summer 2020)
- "Inquiry-Based Leadership" - MIT Sloan Executive Education (expected completion fall 2020)

EDUCATION

THE WHARTON SCHOOL, UNIVERSITY OF PENNSYLVANIA, Philadelphia, PA

MBA, 2000 - Concentration in self-designed major: Organizational and Strategic Management

Leadership Fellow (1 in 5 candidates chosen), coaching first-year students on leadership and teamwork

WELLESLEY COLLEGE, Wellesley, MA

BA, Psychology, *magna cum laude*, 1993, Phi Sigma Lecture Society