

Kalyn R. Wilson

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Over 10 years of Diversity & Inclusion and Human Resources leadership and competency. Experienced in change management and process improvement. Skilled in strategic planning and working with diverse populations; highly proficient in project management and talent development as well as leading programs to actionable solutions by a collaborative approach. Qualifications include:

- D&I Program & Project Management
 - Strategic Human Capital Planning
 - Performance Management & Improvement
 - D&I Strategy Planning
 - Training Design & Facilitation
 - Change Management/Implementation
 - HR Compliance
 - HRIS Evaluation
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CORE COMPETENCIES

- Strategic business partner in designing programs, conveying insights, and customizing solutions for business results and enhanced leadership capacity
 - Project leader and liaison for key insights and recommendations to leadership as a strategic Business Partner impacting talent development and programs
 - Designer of employee training and development programs to increase performance quality and improve productivity metrics
 - HR leader adept in general disciplines of Diversity, Equity, & Inclusion talent development, employee relations administration, compensation, talent acquisition, HR operations, and compliance
 - Facilitator of productivity and performance/efficiency-improvement programs and HR initiatives to increase employee engagement
 - Designer and analyst of program and talent metrics to assess organizational productivity and diversity
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EDUCATION and CERTIFICATIONS:

Adler University | Online

Doctor of Philosophy - Industrial/Organizational Psychology, Expected Completion Date: 2022

Adler University | Online

Master of Arts - Industrial/Organizational Psychology, 2018

DePaul University | Chicago, IL

Master of Science - Public Management, 2014

University of Michigan | Ann Arbor, MI

Bachelor of Arts - Sociology, 2007

2017 – Lean Six Sigma Black Belt #6075038 (Management & Strategy Institute)

2015 – Lean Six Sigma Green Belt (NYC DCAS)

WORK EXPERIENCE:

Zapier

Director of Diversity, Inclusion, Belonging & Equity

Sept. 2020 – present

Pioneers the strategic development and implementation of global, organization-wide people and culture initiatives including executive engagement, talent acquisition and retention strategy, leadership development, employee experience, and product inclusion.

The Walt Disney Company

Senior Manager, Enterprise Diversity & Inclusion – People & Culture

May 2019 – Sept. 2020

Lead the development and implementation of global, organization-wide inclusion initiatives and programs including talent acquisition and retention strategy, leadership development, People analytics, employee experience, and targeted workgroups for dimensions of diversity.

Notable Achievements:

- Successfully developed framework for and supported launch of executive and business segment employee resource group Inclusion Councils and related programming
- Developed and launched wellness and mental health sessions to support employees navigating social unrest and crises

Verizon Media
HR Transformation Consultant

Oct. 2017 – Apr. 2019

Serves as a global strategic planning and implementation lead for multiple HR and D&I transformation projects. Advises and partners with senior leadership, business unit leads, and external partners on global process re-engineering and program activations. Served as organizational lead for online learning partnerships including contract negotiation, service agreements, and technological readiness.

Notable Achievements:

- Launched process re-engineering project for global team, including developing guides, tools, and strategy
- Designed evaluation system for training and development unit including metrics and tools
- Developed customized learning plans for all title levels to support the newly developed performance management system

City of New York
Confidential Strategy Planner – Change Management

Mar. 2015 – Jun. 2017

Served as visible and credible sponsor of human capital activities throughout the organization. Led and developed project/staff development plans with senior leadership. Designed and facilitated HR and D&I training programs for management and non-management staff. Worked with change customers. Established relationships with internal clients to provide guidance, instructions, and training on applicable change procedures/policies.

Notable Achievements:

- Co-led citywide HRIS system upgrade, including strategic planning, implementation, and evaluation
- Developed standard operating procedures (SOPs) for multiple work units
- Restructured instructional design process to increase efficiency by 20%
- Improved training evaluation process through survey re-design; updated collection methods increasing accuracy by 75%

Chicago Cook Workforce Partnership
Lead Trainer (Contract)

Aug. 2014 – Feb. 2015

Managed pilot program across five locations citywide with 20% average improvement among training participants. Trained and coached staff to improve performance. Directed program recruitment and retention. Developed and facilitated blended learning programs for multiple learning levels to boost inclusion.

Notable Achievements:

- Developed core policies, recruitment & retention strategies, and data management system
- Designed the first cultural awareness training for county's workforce development system

Chicago Transit Authority
Coordinator – Career Development & Programs

Mar. 2013 – Jul. 2014

Advised senior leadership on strategic agency initiatives. Restructured and implemented talent management programs across the organization, focusing on recruitment, retention, and outplacement. Managed relationships between staff, labor unions, and local NGOs to improve recruitment and retention. Co-designed diversity training programs, including sensitivity training for managers.

Notable Achievements:

- Evaluated and updated program policies and strategies, boosting retention by 50% and permanent placements by 500%
- Conducted full cycle recruitment resulting in over 400 new hires
- Prepared 15 reports monthly to track program growth and changes

Employment & Employer Services, Inc.
Trainer

Jun. 2009 – Feb. 2013

Led multiple projects simultaneously to meet municipal, state, and federal regulations. Organized and conducted orientation and standardized testing sessions for multiple programs. Created and monitored curricula for basic academic, life skills, and job skills training. Reported on progress of employees under guidance during training periods. Selected teaching aids such as training handbooks, demonstration models, multimedia visual aids, and computer tutorials.

Notable Achievements:

- Acted as agency liaison between municipal, state, and community organizations
- Systematized referral and learning processes for blended learning programs, increasing average test scores by 20%
- Successfully trained over 5,000 program participants using innovative techniques
- Trained over 50 employees on customer service best practices, diversity strategy, and educational programs

TECHNICAL SKILLS:

Microsoft Office (Access, Excel, Outlook, PowerPoint, Word), Survey Monkey, Workday, PeopleSoft/Oracle, SPSS, Adobe Photoshop, Adobe Captivate 9, Adobe Dreamweaver, CRM systems, Microsoft Publisher, Learning Management systems, Oracle UPK Developer, Google Suite