# Carol Jenkins, PhD

1935 Edgehill Dr. Allen, TX 75013

caroljenkinsphdanalytics@gmail.com 972-740-8771

Highly experienced Human Resources leader with over 20 years of experience implementing talent initiatives that drove revenue growth and reduction in turnover for numerous Fortune 500 clients. As an external consultant, developed the R&D and Talent Analytics function for a SaaS HR technology company and held the lead scientist/psychologist position. Designed innovative products that resulted in sales of an excess of 15 Million dollars annually and successfully contributed to the 700% increase in annual revenue at the firm. As an internal HR professional, lead the Talent Effectiveness department and was responsible for learning, development and talent management for an organization of over 2500 people.

# Key Experiences Summary

**Talent Acquisition**

* Managed a team of data scientist that customized and validated selection assessments for management, professional and hourly-level positions (including behavioral, cognitive, situational judgment and video interview products)
* Implemented hiring solutions that on average, across clients, resulted in a 25% reduction in turnover and the hiring of better candidates who on average performed 45% better

**Talent Management and Analytics**

* Developed a competency modeling system with a leveled library (including content for performance reviews, interviews and development suggestions) allowing clients to customize assessment products to their model of success
* Designed real-time dashboards for actionable talent analytics
* Created ROI calculators to demonstrate ROI for numerous HR initiatives (i.e. assessment tools, sourcing venues, time to hire, etc.)

**Organizational Development**

* Developed content and facilitated leadership workshops, team effectiveness programs, and succession planning calibration
* Designed a high potential action learning program and delivered coaching and mentoring

**Executive Presence and Facilitation Skills**

* Served as primary expert on selling and demonstrating the business case and ROI for the adoption of talent technology and analytics
* Quoted in numerous articles (Bloomberg/Recruiter.com) and invited as a conference speaker at numerous conferences, including presenting at a pre-workshop conference for SIOP

# Professional Experience

* **VP of Talent Effectiveness, Ryan, LLC 9/2018- Current**
* Leads the Talent Effectiveness function in a tax advisory consulting firm with over 50 offices in the United States, Canada, India and additional offices across Europe.
* Providing consultative solutions to practice leaders to help improve talent effectiveness across the organization
* Identifying, developing and deploying training content across the businesses
* Center of Excellence for system wide programs (onboarding, mentoring, leadership development, culture alignment, and performance management)

## OutMatch HCM - Chief Analytics Officer 5/2016- 8/2018

* Created the strategic vision for all OutMatch products (hourly assessments, leadership assessments, 360 feedbacks, succession 9-box tools, automated reference checking, video assessments, interview and competency builders, and closed loop analytics reporting and visualization)
* Managed a team of 7 internal R&D professionals and partnered with The State of NY University to manage 15 students each semester in the fulfillment of client analytics deliverables
* Demonstrated ROI to client base for the continued use of our assessments achieving a retention rate of over 98%

## Assess Systems - Vice President of Talent Solutions 5/2010- 5/2016

* Partnered with clients to implement large scale talent management programs that resulted in reduced turnover and the selection and development of high performing teams
* Managed, coached and trained team of I/O consultants to deploy Assess System’s talent solutions offerings
* Personally sold, managed and grew the business of our top client accounts (Chili’s, LaQuinta, ABRH, Red Robin, Lincoln Property Management, Bridgestone), all of which are still active clients
* Successfully managed a culture shift after two acquisitions

## Bigby Havis & Associates- Director of Consulting 6/1996- 5/2010

* Developed a client base of over 2 million dollars
* Designed the technical content, functionality and customer experience for all the flagship products
* Established the Latin American Market by training and certifying over a dozen professional users/distributors to sell our products overseas

# Education

**PhD in Industrial/Organizational Psychology**

 University of Southern Mississippi, MS

**Master of Arts in Industrial/Organizational Psychology**

 University of Southern Mississippi, MS

**Bachelor of Arts in Psychology**

 University of Louisiana Monroe, LA

# Awards/Languages/Professional Memberships

* Recipient of the Dallas Business Journal Women in Technology Award in 2017
* Fluent in Spanish, worked with international clients across Latin America
* Licensed Industrial/Organizational Psychology in the State of Texas
* Member of the Society for Industrial and Organizational Psychology
* Board member of Dallas Industrial Organizational Psychology Group since 1998
* Proficient in MS Office (Excel, Word, Outlook, PowerPoint, Access)/Clarizen/Salesforce/OneNote)
* Familiar with numerous Applicant Tracking Systems (Taleo/iCims/Hirebridge)
* Proficient in SPSS and working knowledge in R

# References

Available upon request