



**Leslie Gorman, SPHR, CPTD**

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**VP Talent**

**Strategic Talent Leader** with extensive experience in HR leadership and consulting. Leslie specializes in talent management, leadership development, succession planning, employee engagement, change initiatives, and organizational development. She has a proven track record of driving business growth through strategic HR initiatives, optimizing talent acquisition and retention, and enhancing leadership effectiveness. Known for her strong relationship-building skills, operational insights, and a hands-on leadership style that fosters creativity and innovation.

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### **Areas of Expertise**

#### **Talent Management**

- **Revamped Hiring Process:** Streamlined the hiring process for veterinary practice, reducing time-to-hire by 60% and increasing retention by 50%.
- **College Internship Program:** Created a 10-week immersive program honored as a Top 100 Internship Program, addressing high attrition rates among early-career professionals.
- **Frontline Training Program:** Streamlined training that reduced attrition by 73%, resulting in annual savings of \$1.24 million.
- **Talent Strategy Overhaul:** Achieved a 73% reduction in employee turnover with estimated cost savings of \$1.24 million annually; improved Glassdoor employee ratings from 2 to 4.4 stars.

#### **Leadership Development**

- **General Manager Program:** Developed and implemented a leadership program that reduced first-year turnover by 38%.
- **Global Software Company Initiative:** Led a leadership program that improved employee engagement and reduced attrition by 15% for independent contributors and 11% for first-time managers.
- **Executive Team Productivity:** Introduced weekly sessions focused on optimizing time allocation and concentration for executives.

#### **Organizational Effectiveness**

- **Onboarding Transformation:** Revitalized sales consultant onboarding, resulting in a 10% increase in closing rates and 32% growth in revenue per consultation.
- **Sales Strategy Transition:** Shifted from transactional to consultative sales strategy, increasing revenue by 19% and customer service ratings by 46%.
- **Communication Training Program:** Created an in-person program that salvaged \$300 million in contracts, decreased complaints by 70%, and improved safety metrics by 2.1%.
- **Claims Automation:** Guided the automation of claims processing, reducing times from two weeks to one hour and delivering exponential time and cost savings.

#### **Performance Management**

- **Skills Gap Analysis:** Conducted detailed analyses to design tailored development plans, empowering executives to exceed professional objectives.
- **Executive Evaluations:** Developed and executed proficiency evaluations for executive teams, leading to customized professional development opportunities.

## Core Competencies

- Talent Management
- Leadership Development
- Succession Planning
- Employee Engagement
- Performance Improvement
- Organizational Development
- Needs Analysis
- Performance Management
- Executive Coaching
- Learning & Development
- Strategy Development
- Talent Acquisition
- Executive HR Business Partnering
- Gap Analysis
- LMS Implementation

## Industry Experience

- HR & Staffing
- Franchising
- Start-ups
- Business-to-Business
- Retail
- Consumer Packaged Goods
- Transportation
- Life Sciences
- Professional Employer Organization (PEO) & BPO

## Education & Certifications

- **CHRO Executive Program**, Wharton School of Business
- **L&D International Senior Leadership**, Nyenrode Business University
- **Master's Degree**, University of Houston
- **Bachelor's Degree**, St. Mary's University
- **Certifications:**
  - SPHR (Senior Professional in Human Resources)
  - CPTD (Certified Professional in Talent Development)
  - GTML (Global Talent Management Leader)
  - Human Performance Improvement
  - Six Boxes Performance Improvement
  - High Performing Team Assessment
  - MBTI Certified Practitioner
  - Advanced DiSC