

DR. JEFFERY S. DOOLITTLE

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VISION - DRIVEN CORPORATE CHANGE AGENT

SUMMARY

Over 25 years of experience in analysis, design, implementation, and continuous improvement of innovative, cost-effective talent strategies that create measured business value. Demonstrated excellence in building and sustaining high-performing, engaged, diverse teams and organizational culture that challenges the status quo while developing high-need/high-trust relationships. Dynamic facilitator and executive coach working with cultures globally gained from corporate leadership and consulting experience. Experience in evaluation, implementation, and utilization of multiple talent management software solutions to enable and scale strategic talent initiatives.

CERTIFICATIONS

ASSOCIATE CERTIFIED COACH
International Coaching
Federation

LEADERSHIP ASSESSMENT
Bartell and Bartell

PERFORMANCE IMPROVEMENT
Ithaca College

PERFORMANCE MANAGEMENT
Aubrey Daniels Institute

STRATEGIC WORKFORCE PLANNING
Human Capital Institute

AWARDS

Literary Titan Gold Book Author
Life-Changing Leadership Habits

HR.COM Best Experienced/
Senior Leaders Program
Top 10 Winners Circle

HR.COM Innovation in Deployment
of Leadership Programs
Top 10 Winners Circle

William E. Upjohn prize for
leadership

PROFESSIONAL EXPERIENCE

FOUNDER

Organizational Talent Consulting, Byron Center, MI / 2018 to Present
Headed premier human resource development and business management consultancy providing executive coaching, change management, leadership development, strategic planning, organizational culture, and organizational development consulting services.

- Redesigned a 120-employee tech engineering company structure, contributing 20% YOY revenue growth and a 30% employee retention rate increase.
- Partnered with an executive leadership team for a 9,000-employee health system, resulting in improved emotional intelligence, workplace relationships, communication, and leader-follower trust.
- Coached over 25 CEOs and executive leaders toward achieving personal significance and professional success.

PROGRAM DIRECTOR, GRADUATE BUSINESS PROGRAMS

Olivet Nazarene University, Bourbonnais, IL / 2018 to Present
Chaired online graduate and undergraduate business program development, educational processes, and corporate engagement for a university with 3,000+ students.

- Directed market analysis and revision of MBA and MOL programs and doubled the number of undergraduate pathways for degree and certificate students.
- Revitalized adjunct faculty assessment rubric and coaching program, enhancing compliance and achieving a 12% YOY student satisfaction score increase.

DIRECTOR, TALENT MANAGEMENT

Gordon Food Service, Wyoming, MI / 2012 to 2018

Orchestrated international company-wide operational talent management processes within a Forbes top 25 private food organization with over 14,000 employees.

- Optimized operations by creating a Talent Management shared services organization (29 employees and \$3.3MM budget), contributing to improved effectiveness, compliance, and lower operational costs.
- Revitalized succession-planning program to identify, calibrate, and develop high potentials and construct talent pipeline for critical positions more accurately.
- Sponsored new talent acquisition technologies that increased applicant volume by over 40% and decreased time to fill by 20% for hard-to-fill positions.
- Spearheaded organizational culture long-term strategy.

DIRECTOR, SYSTEM ORGANIZATIONAL DEVELOPMENT
DIRECTOR, TALENT MANAGEMENT

Spectrum Health, Grand Rapids, MI / 2011 to 2012

Chaired operational performance of organizational development and talent management business processes within a \$5B non-profit healthcare system for more than 18,000 employees.

- Enhanced talent identification criteria and engaged senior business leaders in robust talent calibration discussions, reinforcing organizational strategies.
- Streamlined performance management processes and improved performance management strategies.

MANAGER, LEARNING AND DEVELOPMENT SOLUTIONS

Sears Holding Company, Hoffman Estates, IL / 2010-2011

Headed a team of 23 Learning and Development professionals in the design, formulation, implementation, review, and continued maintenance of best-in-class learning and performance improvement solutions, providing support to 26,000 Sears Home Services associates nationwide.

- Charted organizational capability for rapid learning content development, reducing cycle time for learning material creation and revision of learning content on demand.
- Launched standardized project intake and prioritization process, improving learning content portfolio value management.

MANAGER, LEARNING AND DEVELOPMENT

Meijer, Inc., Grand Rapids, MI / 2008-2010

Executed learning and development business process company-wide for a \$15B privately held retail organization with 58,000 employees.

- Instituted best-fit learning content design, implementation, maintenance, and evaluation standards to continuously advance learning content portfolio quality.
- Optimized recruiting and onboarding experience for retail operations through an accelerated recruiting skill development program deployed to 3,000 leaders in a 3-month timeframe.

DIRECTOR, GLOBAL LEARNING AND DEVELOPMENT

MANAGER, ORGANIZATIONAL DEVELOPMENT

MANAGER, LEARNING AND DEVELOPMENT

Pfizer Global Manufacturing, Kalamazoo, MI; Lees Summit, MO; Lincoln, NE / 1999-2008

Coordinated operational performance of the learning and development business process (\$4.8MM budget) within Active Pharmaceutical Ingredient, Drug Product, and Aseptic technology manufacturing facilities located in the US, Canada, and Puerto Rico.

- Devised global training strategy partnering with 45 manufacturing facilities to enhance the capability of more than 2,000 trainers.
- Co-produced the talent strategy, structure, and processes for a US/Canada/Puerto Rico learning and development organization.
- Redesigned division-wide training program to align with leadership competencies, producing cost reductions of over \$100MM annually.
- Introduced blended e-learning skills training delivering just-in-time (JIT) training, increasing effectiveness, and decreasing training associate diverted labor cost by more than 20%.

EDUCATION

DOCTOR OF STRATEGIC LEADERSHIP, Regent University, Virginia Beach, VA

MASTER OF BUSINESS ADMINISTRATION, Olivet Nazarene University, Bourbonnais, IL

BACHELOR OF SCIENCE, Olivet Nazarene University Bourbonnais, IL Bourbonnais, IL

SELECT PUBLICATIONS & PRESENTATIONS

Doolittle, J. (2023). *Life-changing leadership habits: 10 Proven principles to elevate people, profit, and purpose*. Organizational Talent Consulting.

Doolittle, J. (2023). Creating psychological safety: Principles and tools that work. RLPSA Annual Conference.

Doolittle, J. (2022). Virtual coaching is inevitable and effective. *2022 Regent Research Roundtables Proceedings*. 24-31.

Doolittle, J. (2021). Beyond strategy and design: Gaining a competitive advantage in an uncertain world. *2021 Regent Research Roundtables Proceedings*. 129-136.

Doolittle, J. (2021). The value of servant leadership in Sodexo. *2021 Regent Research Roundtables Proceedings*. 1-14.

Doolittle, J. (2021). Establishing profitable trust-based relationships. *Christian Coaching Magazine*.

Doolittle, J. (2020). Today's new essential leadership relationship: Executive coach. *Grand Rapids Business Journal*. 38(20).15.