



**FELICIA LYON**  
**CEO | EXECUTIVE COACH | ORGANIZATION DESIGN ADVISOR**  
**PANTHERA LEADERSHIP™**

*BEST SELLING AUTHOR,*  
*INDUSTRIAL-ORGANIZATIONAL PSYCHOLOGIST,*  
*FORMER DELOITTE CONSULTING LEADER*

Felicia is an accomplished human capital leader with 24 years of experience. Her time working at the intersection of business strategy, talent, and technology brings her a unique perspective helping her clients plan for and sustain transformative change. She is sought after for her expertise in organizational design, business transformation and executive coaching, as she's able to quickly grasp the business imperative along with the fundamentals of human behavior and employee motivation that lead to sustainable, high-performance.

### **REPRESENTATIVE CLIENT EXPERIENCE**

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Felicia's clients span startup to Fortune 50, as well as State, Local and International Governments. Clients include Deloitte, McKinsey, Logic2020, Nike, Chevron, British Petroleum, Bausch & Lomb, Celgene, Honda, Saveri Law, Messner & Reeves Law, Northern Star Resources (Australia), CovetPR, EcoCaters, Activist, ROAR, Ad Astra Ventures, Pacific Rim Capital, Lukoil (Russia), PEMEX (Mexico), the City of San Diego, the State of Texas, the State of Ohio, the Government of the Islamic Republic of Afghanistan (Kabul) and USAID, to name a few.

#### **Fortune 100 Multinational Retail Company**

Faced with increasing market pressures and the need faster product development and reduced operating costs, LPS worked with senior leaders to define a new operating model that captured decentralized technology functions for the center service-based organization and balanced front-line decision making with standardized practices common platforms in the Core operations. Facilitated multiple working sessions to agree guiding principles, identify executive functional decision making, and create a mitigation plan for a smooth transition.

#### **Multinational Big Four Professional Services Company**

Restructured the global organization to shift the balance of responsibilities and decision authorities from a holding company model to a collaborate partnership; enabling seamless, global operations across independent firms. Created multiple leadership facilitation sessions to drive consensus and support across member firm CEOs and their Chief Strategy Officers.

#### **Fortune Global 50 Multinational Oil & Gas Company**

Led an organization re-design for a learning organization that improved business operations and customer interactions, allowing for improved cost recovery. Identified \$5.0M in potential cost savings through streamlined operations and contractor-employee ratio changes. Increased employee engagement and raised customer satisfaction levels by reduced spans of management control, better job definition and process improvement.

#### **Government of the Islamic Republic of Afghanistan**

Conducted an organization assessment of the government's capability to assume security of the expatriate community. The assessment served as the platform for US policy in managing security of US funded programs in the country. Brought together expertise from military, law enforcement, human resources and operations to create a holistic view of what it would take to expand the APPF 700% and transition to a fee-for-service business.

#### **Global Eye Health Care Company**

Led the business transformation of a global regulatory affairs organization. Created a new organizational model, identified new skill requirements and defined standard operating procedures enabling the client to meet regulatory and legal requirements. Launched a change management and training program that increased speed of adoption of the new procedures that enabled the company to avoid costly manufacturing facility shutdowns, avoid loss of revenues, and maintain brand reputation.

#### **State of Texas Department of Public Safety**

Conducted an organization assessment to understand current challenges to delivering public safety in the 21st century. Developed a new organization structure and process improvements for the 8000-person Agency that enable it to provide modern law enforcement services to citizens while maintaining taxpayer costs.

#### **State of Ohio Office of Regulatory Affairs**

Created the organization structure required by new state legislation. Worked with multiple appointed agency leaders to successfully create collaborative processes that enabled them all to meet the new legislation and work with the newly established organization.

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### **PROFESSIONAL EXPERIENCE**

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#### **Panthera Leadership™, a Division of Lyon Performance Solutions, San Diego, CA**

**2015 – present**

##### *CEO, Organization Design Advisor*

Focused on building effective individuals and organizations, Panthera Leadership partners with senior leaders to build the bridge between business strategy and the way people work. We build pragmatic, tailored solutions to meet the unique requirements for each client.

##### *Founder, Panthera Leadership™*

An executive leadership coaching program enabling corporate leaders to realize their full potential. Panthera focuses on the 7 critical capabilities need to master to be highly successful in today's fast-paced, evolving business world.

#### **Deloitte Consulting, LLP, San Diego, CA & Chicago, IL**

**2004 – 2015**

##### *Senior Manager, Human Capital Consulting*

**Leadership and People Development.** Involved across Consulting, Energy & Resources and Women's Initiatives. Served as a mentor and coach to develop market driven skills within our practitioners. Served as the Human Capital Energy & Resources leader in the West region. Proud recipient of "Role Model Counselor" award.

**Eminence, Tools and Methods.** Developed targeted eminence pieces to drive market demand for IT Transformation services. Developed multiple methodologies, toolkits, and training targeting the next generation of management consultants.

**Management Consulting.** Served on multiple account teams for global companies. Served as a trusted advisor to my clients focused on aligning their human capital solutions to business objectives. Proven track record of exceeding client expectations and on-time delivery.

#### **Pearson Reid London House, Chicago, IL**

**2002 – 2004**

##### *Human Resources Manager*

In a post-acquisition environment, re-developed all human resource programs leveraging a competency-based approach to recruiting, interviewing, performance management and remuneration programs.

- Increased employee morale with clear lines of sight on performance expectations.
- Served as an HR expert in client engagements and provided HR content in the request for proposal process.
- Managed the outsourcing of technology development, oversaw policy and procedure compliance, crafted project team and organization communications for role clarification, served as an internal champion for the outsourcing business case, and managed employee relations for the change.
- Enhanced service orientation by managing the organization redesign and staff realignment.

**Athens-Clarke County Solicitor-General's Office. Athens, GA**

**1997 – 2000**

*Family Violence Investigator*

**University of Georgia Police Department. Athens, GA**

**1995 – 1997**

*Police Detective; Police Officer*

## **EDUCATION**

Associate Certified Coach, International Coach Federation (ICF-ACC)

Certified Professional Coach, Institute for Professional Excellence in Coaching (iPEC)

Master's in Industrial-Organizational Psychology, Roosevelt University, Chicago Illinois

Bachelor's in Psychology, University of Georgia, Athens Georgia

## **PROFESSIONAL & COMMUNITY INVOLVEMENT**

Operation for Hope – Board Member

Gen Next – Regional Board Member, Diversity Committee

International Coaches Federation – Past San Diego Chapter Board Member

Forbes Coaches Council – Council Member

Chief Operating Officer's Forum – San Diego Chapter Director

Ellevate – Executive Council Member

The Honor Foundation – Coach and Mentor

The Rotary San Diego 33 – Member

## **PUBLICATIONS**

**Women Accelerated: 7 Proven Strategies to Get Clarity, Confidence and The Relationships You Need to Boost Your Career, While Building a Beautiful, Balanced Life You Love**, #1 Best Selling book, December 2018