

# NICOLE DESSAIN

Evanston, IL

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## SUMMARY

Versatile, PMI-certified Human Resources Consultant with 15 years of experience delivering transformational and global people programs that drive bottom-line results. Proven ability to think and consult strategically, identify and provide solutions to complex issues, and structure innovative talent solutions across various industries and levels in the organization including the C-suite. Unique blend of Accenture-trained consultant and in-house HR leader.

Talent Acquisition & Sourcing Optimization • Talent Strategy & Workforce Analytics • HR Transformation & Shared Services • Talent Engagement & Retention • Talent Value Proposition and Talent Brand • Change Management & Communication • Collaboration & Innovation • Human Performance Improvement

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## SELECTED ACCOMPLISHMENTS

### Talent Acquisition & Sourcing Optimization

- **Higher Education Provider:** Positively impacted cost per hire and time to hire by building an in-house sourcing team and conducting source optimization. Identified need to consolidate contract hiring and created a business case to leverage Managed Service Provider (MSP) impacting a \$19M spend.
- **Asian Apparel Retailer:** Designed recruiting strategy to support high volume expansion in the US market including design of store management trainee hiring program, key university recruiting plan, and success tracking. Provided thought leadership to COO and onboarding to new SVP of HR.
- **Leading Consumer Goods Retailer:** Developed efficiency recruiting model in order for client to better respond to 75% increase in application volume. Recommendations resulted in significant reduction of search firm fees and increased process efficiency through self-service enablement.
- **European Chemical Company:** Led sourcing and employer branding component of comprehensive recruitment strategy re-design enabling client to better attract and source engineering talent across Europe.
- **Global Oil & Gas Company:** A re-structure of the client's University Relations team resulted in massive internal stakeholder dissatisfaction and fear of not being able to attract highly skilled PhD science talent in the future. Closely collaborated with key stakeholders in the re-design of team and process resulting in early buy-in and successful re-launch.

### Talent Strategy & Workforce Analytics

- **Global High-Tech Company:** Designed a competency framework and gap assessment for the sales operations of a leading high tech company enabling the organization to assess its talent needs for global expansion.
- **Higher Education Provider:** Created a talent segmentation framework identifying "mission critical" workforces to support the organization's need for sharp focus in times of business turnaround.
- **European Chemical Company:** Collaborated with client's workforce planning team to create supply/demand dashboard concept in order to predict and respond to engineering talent shortage.
- **Talent Strategy Thought Leadership:** Speaker and author on key trends in talent. Recent examples include: co-author of Springer's "[Handbook of Human Resources Management](#)", interview with [Chicago Tribune](#) on key talent trends, speaking about "[Big Data in HR](#)" at 2015 SHRM Chicago conference.

## Nicole Dessain (cont'd)

### Talent Engagement & Retention

- **Higher Education Provider:** Created business case for culture transformation and “great place to work” journey supporting CEO’s turnaround strategy. Managed engagement survey process impacting 13,000 full and part time employees and 160 top leaders of the company.
- **Financial Services Company:** Designed and implemented a best practice onboarding program which resulted in a 20% reduction in new employee turnover. Conducted performance improvement projects with several internal clients resulting in improved productivity and engagement. Created framework for improving customer satisfaction through employee engagement.

### HR Transformation

- **Leading Telecommunications Provider:** Enabled client’s growth strategy by providing coaching to senior HR leader in charge of HR transformation project and conducting HR shared service center optimization.
- **Large Consumer Goods Retailer:** Led HR transformation design project including conducting time study, process mapping, sizing estimation, and change management consultation to support client’s business strategy and M&A activity.

## PROFESSIONAL EXPERIENCE

**TALENT.IMPERATIVE INC, Evanston, IL** **10/2013 – Current**  
**Founder & Principal Consultant** – Founded a “next generation” talent management consultancy based on the belief that in today’s knowledge-based economy people are the most critical assets for an organization. [talent.imperative](http://talent.imperative) provides talent management advisory services that are guided by data insights, interdisciplinary leading practices, and years of experience in talent management.

**CAREER EDUCATION CORPORATION, Schaumburg, IL** **01/2012 – 05/2013**  
**Director, Talent Strategies** - Built and led a new Center of Expertise dedicated to designing and implementing strategies spanning the company’s talent management agenda. Managed a team of 14 Talent Scouts and Talent Strategy Consultants and a \$2.8M budget.

**ACCENTURE MANAGEMENT CONSULTING, Hamburg, Germany and Chicago, IL** **2007 – 12/2011**  
**Senior Manager, Talent & Organization Consulting** - Led design and development of talent strategies and HR transformations at an array of Fortune 100 clients across various industries and workforces impacting up to 200,000 employees.

**DAIMLERCHRYSLER FINANCIAL SERVICES, Berlin, Germany and Farmington Hills, MI2001 – 2007**  
**Manager, Learning & Career Development** – Led learning and development interventions for 2,000 employees in the Americas.

**Career Marketing & Recruiting Consultant** – Developed "Career Marketing" function as a strategic business partner supporting the company’s goal to attract, motivate and develop talented employees.

**International Management Associate** – Competitively selected for a one year rotational international management trainee program for HR professionals.

## EDUCATION & PROFESSIONAL DEVELOPMENT

**Executive Education: Strategy, Leadership, Branding**, University of Chicago – Booth, 2013

**Certified Equine Guided Educator (CEGE)**, Ariana Strozzi/Skyhorse, 2013

**Human Capital Strategist Certificate**, Human Capital Institute, 2012

**Project Management Professional (PMP)**, Project Management Institute, 2007

**Human Performance Technologist (CPT)**, International Society for Performance Improvement, 2006

**Master of Arts (M.A.), International Information Management**, University of Hildesheim, Germany, 2001