

JESSICA L. SISTO

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SUMMARY OF QUALIFICATIONS

- 15+ years of experience with a focus on organizational effectiveness, change management, learning and development, process improvement and communications.
- Excellent consulting skills with deep experience in managing client and stakeholder expectations.
- Seamless facilitation and presentation skills, paired with keen business acumen, to balance both interpersonal and organizational goals.
- Strong project management skills and proven ability to manage teams and projects towards success.
- Career-long focus and deep skill set in writing, editing, communication and content development.

PROFESSIONAL EXPERIENCE

Independent Consultant, Learning & Organizational Effectiveness

2011 – present

- Led organizational restructure of field management for automotive/insurance member organization. Acted as key advisor and partner to Director of HR. Focus included org design process, competency assessment and skill gap analysis, stakeholder analysis, leadership engagement and change adoption plan. Consistent process and clear messaging resulted in increased employee accountability and strong leadership support, with minimal financial and personnel impacts.
- Advised customer experience team at large apparel retailer in designing a new customer service model. Focused on change adoption strategies, pilot implementation and training program design. Specifically sought out by VP Operations for expertise in managing large-scale, field learning/change initiatives and for ability to bridge HQ and field cultural priorities.

Senior Manager, Learning and Organizational Effectiveness

2007 – 2011

Gap Inc., San Francisco CA

- Led change management for Gap Brand Global Pipeline Reinvention, acting as key advisor to Gap Adult President. Facilitated leadership team meetings, developed change management strategy, training materials and communication messaging. Successfully reduced time-to-market by 25%, garnering cross-functional support across entire organization and enabled a faster global business strategy. Seen as trusted thought partner and advisor, throughout all levels of organization and frequently sought out by teams to help manage through difficult cross-functional working relationships.
- Advised senior leadership in developing new Brand vision and direction, acting as key advisor to EVP of Merchandising. Managed all aspects of project and change initiative; developed implementation/execution plan for 10-store test pilot. Designed and facilitated leadership off-sites with SVP+ attendees to define vision and goals. Acted as key contact for external creative, thought-leaders to provide insight and inspiration. Successfully garnered cross-functional support throughout the organization, to transition from ideation to implementation.
- Led enterprise-wide initiative to build an internal social media platform designed to drive employee engagement. Developed key metrics and dashboard to shape strategy and engage leadership. Significantly exceeded adoption goals with limited budget and resources, creating a vibrant, online community across all Gap Inc. Seen as industry leader in retail sector by Jive Software and consulted frequently to speak on customer panels and share best practices.
- Developed evaluation strategy and executive scorecard/dashboard to enable senior leadership to track metrics for Brand-wide talent development programs. Led quarterly cross-functional effort to present quarterly dashboard updates and report metrics across all HR programs and initiatives, providing senior leadership with guidance on program effectiveness and ROI.
- Implemented new customer service model for all Gap Brand stores, including strategy, stakeholder management, communication, training and implementation. Led pilot implementation and fleet-wide launch with demonstrated successes in cultural transition, employee adoption and leadership accountability and support.
- Designed, developed and managed all learning programs for 25,000 Gap Brand sales associates across 1,100 stores nationwide. Innovative program design focused on scalability, achieving 50% ongoing payroll budget reduction.

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Consultant

2005 – 2007

Emerson Human Capital Consulting, Inc., Alameda, CA

- Led learning & development initiative to transform and relaunch retail apparel brand, including change management strategy, training, communication, project management, budget, stakeholder engagement and implementation.
- Designed and developed management training program for large-scale, retail apparel change initiative, including functional and leadership training.
- Designed and facilitated executive leadership off-site for food commodity manufacturer, including roles and responsibilities definition, mission and vision statement, communication strategies and cross-functional relationships.
- Designed, developed and facilitated team-building workshop for IT administrators at international beverage corporation as part of larger change management initiative. Focused on cross-functional relationships, accountability and personal leadership.
- Designed, developed and facilitated diversity workshop for international credit corporation. Workshop included chair people for internal diversity alliances and served as model for introducing diversity to other business units within the enterprise.

Learning & Development Manager

2001 – 2004

Virage, Inc., San Mateo, CA

- Founded profitable learning department to deliver customer learning solutions for video software startup. Managed all functional and business aspects of department, including strategy, process, P&L, marketing, content development and communications. Delivered consulting services to clients both in the US and internationally.

Managing Editor

1999 – 2001

Virage, Inc., San Mateo, CA

- Founded and led 16-person editorial department, with teams located across three offices in San Mateo, New York and London. As team leader, created roles and responsibilities, functional and leadership accountabilities and performance management strategies. Developed project management methodologies, processes and guidelines customized for each client project.

Project Manager

1998 – 1999

Wadsworth Publishing, Belmont, CA

- Managed educational media projects for university-level educational publisher, including online learning software, educational web sites and DVDs. Handled all aspects of project management, including budget, schedule, stakeholder management, marketing, production and vendor relationships.

Assistant Account Executive

1993 – 1995

Pace, Inc., Morristown, NJ

- Managed client relationships at communications agency. Developed educational and communications projects, including publications, training, events and marketing with budgets up to \$500K.

EDUCATION, CERTIFICATIONS & LANGUAGES

- MA, English, Arizona State University 1998
- BA, English and Communication (double major), Rutgers University, New Brunswick, NJ 1993
- Korn/Ferry-Lominger: VOICES 360 Feedback and Coaching; FYI for Teams 2010
- Myers-Briggs Type Indicator (MBTI) 2009
- Training and Development certificate, UC Berkeley Extension 2008
- Editing Certificate, Scholarly Publishing Program, Arizona State University 1998
- Fluent in Spanish, proficient in French