

PATRICIA J. WOOLCOCK

Extensive experience with varied and increasing responsibilities in human resources and business consulting. Expertise includes acting HR leadership roles, strategic HR, HR processes, organization development, training, policies and practices, communications, and programs. Managed team of human resources consultants, with individual and team revenue goals. Demonstrated the ability to significantly contribute to organizational goals and profitability.

PROFESSIONAL EXPERIENCE

OWNER, WOOLCOCK CONSULTING – San Jose, California

2011 – Present

Consulting Projects include:

- Acting HR VP, Complete Genomics
- Retention Analysis Project, major tech firm in Silicon Valley
- Acting Director, Global Leadership & Talent Development, NetApp
- Conducted employee classification audit for high tech firm in Silicon Valley
- Designed and delivered training across the US for managers and employees at small high tech company
- Coached Senior HR Director at high tech firm and Program Manager at a pharmaceutical firm
- Presented "Making Sense of Your Company's Data" to Silicon Valley Women in HR

PRINCIPAL, JACKSON HOLE GROUP – San Francisco, California

2002 – 2011

Within firm:

- Responsible for recruiting new consultants, associates
- Responsible for consultant and associate development
- Responsible for survey and assessment tools

Consulting projects include:

- Designed and implemented staff planning analysis with 5 year forecast for major healthcare organization, resulting in awareness of considerable challenges to be overcome.
- Facilitated redesign of benefits practice processes with significant internal ownership, resulting in 10+M in savings in first year.
- Led and project managed interim HR leadership and support with an internal and external team.
- Functioned as COO for Bay Area nonprofit organization.
- Designed and implemented company-wide survey to provide guidance for CEO for setting of priorities and initiatives to improve organizational performance.
- Developed and delivered cross-cultural leadership development for Japanese management team of R&D organization.
- Advised and counseled nonprofit on major HR initiatives.
- Conducted best practices study on stock option practices in software companies.
- Co-hosted two-day seminar "Employment Law for the Technology Industry," pairing HR practitioners with legal experts. Seminar viewed as "one of the most valuable" the participants had ever attended. Presented "Managing Stress" segment at seminar.
- Presented "Assessing the Impact of HR in Nonprofits" at National Idealist conference for HR leaders in nonprofits.
- Facilitated panel discussion "Recruiting outside the Box" at National Idealist conference.

EXECUTIVE DIRECTOR, CSHRP – San Jose, California

1995 – Present

- Responsible for design and development of HR executive programs and workshops, recruitment of member companies, research and writing of Organizational Profiles for HR executives, annual budget and expenditures, Board meeting agendas. See www.cshrp.com.
- Report to Board of Directors.
- Recipient of 2007 "Honoring Excellence in HR Award," HR Partner in Innovation, at HR Symposium.

INDEPENDENT HR CONSULTANT – Saratoga, California**1998 – 2002**Senior Human Resources Consultant, Silicon Valley Area Companies

- Key projects include mergers and acquisitions best practices and process improvement recommendations, executive development, mapping of all HR processes for Oracle HRIS implementation, culture change initiatives, development of policies and guidelines to maximize retention and minimize risk.
- Responsible for Human Resources audits, strategic plans to bring companies in compliance with Federal and State laws.

Acting Vice President, HR, Snowball.com

- Responsible for all employees, and Staff of 2.
- Active member of executive staff.
- Conducted layoff of 20% of workforce, successfully taking laid off and remaining employees through difficult process.
- Implemented performance review and focal process, designed focal and performance review training.
- Conducted HR Audit to outline compliance risks, set future performance objectives of department.

Acting Director, HR, Lycos

- Responsible for all West Coast employees, and Staff of 3.
- Implemented performance review and focal process for first time in Lycos-acquired companies, conducted focal and performance review training.
- Completed acquisition of Quote.com with corporate HR.
- Re-aligned compensation structure to local market for key groups.

INTERIM HR SOLUTIONS – San Jose, California**1997 – 1998**Senior Human Resources Consultant

- Managed team of 4 Human Resources Consultants and Associates.
- Met revenue targets of approximately \$500K.
- Responsible for Consultant and Associate development.
- Responsible for business development for team.
- Supervised or led all consulting projects done by team.
- Responsible for consulting projects involving:
 - Operations best practices and underlying organizational structures.
 - Defining organizational structures for potential spin-offs from R&D organization.
 - Surveys on recruiting, retention and rewards.
 - Project management of executive development programs.

BAY NETWORKS – Santa Clara, California**1995 – 1997**Human Resources Programs Specialist

- Developed Assimilation program, including cross-functional development with IT of web-based worldwide system to capture needs of new hires (later adopted by Nortel Networks).
- Developed Alternative Officing (Telecommuting) Program, with criteria to be used by potential telecommuters and managers; included technical specifications for IT department.
- Redesigned training programs for more efficient delivery.
- Developed, researched and wrote major articles for Company newsletter.

CSHRP – San Francisco Bay Area**1993 – 1995**Managing Director

- Managed start of the California Strategic Human Resource Partnership, from conception to reality.
- Recruited 12 companies to join CSHRP.
- Designed executive development opportunities for senior HR executives.

UNIVERSITY OF MICHIGAN BUSINESS SCHOOL – Ann Arbor, Michigan **1989 – 1992**Manager, Human Resource Partnership 1991 – 1992

- Designed, organized 1 –3 day development programs for senior HR executives from 30 major U.S. corporations.
- Wrote and coordinated production of all Partnership publications, including Newsletters, Annual Report, Monthly Updates, and Proceedings.
- Coordinated all research activities.
- Conducted major HR research involving individual interviews with senior executives from Partnership companies.
- Supervised research and part-time staff.

Manager, Organizational Studies Lab 1989 - 1990

- Managed start-up of million-dollar IBM facility.
- Functioned as Project Manager for state-of-the-art executive development program with budget responsibility over \$1 million.
- Coordinated global research/teaching agenda symposium, with senior executives from major corporations and prominent faculty.
- Created and monitored budget for Commonwealth Fund grant.
- Supervised full and part-time staff.

SARASTRO, INC. – Ann Arbor, Michigan

1988 – 1991

Business Manager, 1989 – 1991Training Development Coordinator, 1988

"HJULSTASKOLAN" (PUBLIC SCHOOL), Sweden

1978 – 1987

Head of Math DepartmentTeacher of Mathematics, Computer Science

THE ROYAL INSTITUTE OF TECHNOLOGY – Stockholm, Sweden

1976 – 1978

Technical Assistant, Programmer, Department of Physics**EDUCATION**

M.B.A. University of Michigan

B.A. Kalamazoo College

MEMBERSHIPS AND NON-PROFITS**HR Symposium** Steering Committee, Program Committee, Awards Committee 1999-Present.**ASTD Silicon Valley**, Vice President Professional Development 1998 - 1999, 2001.**Entrepreneur's Foundation**, Community Involvement Committee, 2006-2007, Chair 2007.**LIMB (Lynbrook Instrumental Music Boosters)** Financial Secretary, 2007-2008**Project HIRED**, Secretary 2005-2006, Board member 1999- Present.**OTHER ACTIVITIES****Adjunct Faculty** – University of San Francisco – Undergraduate OB Program 1997 – 2002.Courses: Group Process & Decision Making, Organizational Leadership, Concepts of Training & Employee Development, Current Topics in Human Resource Development.**Co-Author** – "Identifying and Developing HR Competencies for the Future: Keys to Sustaining the Transformation of HR Functions" *HR Planning Journal*, January 1997.