

KATHLEEN D'ARCANGELO

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CHANGE MANAGEMENT | TALENT MANAGEMENT | LEADERSHIP DEVELOPMENT

~ Certified Myers Briggs ~ Six Sigma ~ Human Capital ~ Project Management ~

A results-driven Human Resources executive with broad leadership experience. A strategist who develops effective human resources plans to enhance business results. A trusted advisor and coach who possesses the technical depth that quickly creates business solutions for business leaders. An agent of change and organizational transformation adept at integrating and aligning mission, vision and values following acquisitions, divestitures, downsizings and organic growth.

- Change Management
- Career Development
- Leadership Development
- Talent Management
- Talent Acquisition
- Diversity and Inclusion
- Strategic Planning
- Employee Relations
- Organizational Development
- Team Building
- Cultural Integration
- Employee Engagement

PROFESSIONAL EXPERIENCE

UNITED HEALTHGROUP, Hartford, CT

2007 – May 2018

Director, Senior Human Resources Business Partner

Provide strategic human resources direction for a Fortune 6 organization. Partnered with line leaders in the areas of organizational design, change management, strategic planning and talent management.

- Created leadership development programs including competency development, action learnings, 360 facilitations, career tracks to improve leadership pipeline.
- Partnered with leaders to implement a global outsourcing initiative that included staff redeployment and up skilling options to utilizing current talent pool and reduce cost.
- Collaborated with HR Centers of Excellence to create a college rotation program that increased diversity and the talent pool.
- Developed programs and processes to support the culture change of collaboration and partnership including teamwork interventions and a peer partnership program.
- Consulted with assigned groups to solve business issues including technology adoption and process improvement implementation using problem solving models.
- Increased employee engagement scores by 7% through leadership development, leadership surveys and communication strategies identified through employee engagement surveys.
- Use external benchmarking and internal data to perform workforce analysis in planning recruiting and training needs that reduced recruiting and onboarding timeframes.
- Partnered with Learning and Development to launch a virtual university to speed onboarding and skill development that resulted in a positive impact on Net Promoter Score.
- Designed a career-mapping tool that outlined key development experiences and competencies for success. Partnering with HR Centers of Excellence to create Career Days and other career educational topics for employees that increased employee engagement.
- Using Six Sigma methodologies, revamped senior leader onboarding process that reduced ramp up time, improved new hire satisfaction and reduced quick quit turnover.
- As a member of the United Healthcare Hartford Leadership Council participate in or lead facility-wide events such as town halls, reverse mentoring, Innovation Days and other Hartford based initiatives. Represented United Healthcare with High School, Inc. and Metro Hartford Alliance to increase community brand awareness.

GUARDIAN LIFE INSURANCE COMPANY, New York, NY

2004 – 2006

Vice President, Human Resources, Group Insurance

Provided strategic human resources direction to business unit of \$4 billion in revenue and 3,000 employees in the areas of diversity and inclusion, talent management, leadership development and performance management.

- Provided leadership to regional human resources staff in professional development to ensure team had the necessary tools and support to be effective.
- Launched and directed a strategy for a business unit to become a more inclusive organization that leveraged diversity increasing the number of diverse employees and the development of an open and more trusting environment.
- Developed an onboarding process that eased the transition for newly hired executives.
- Revamped student actuarial program to increase effectiveness of hiring and retaining talent and faster development.
- Collaborated with COEs to shape and execute an online open mentoring program streamlining opportunities for all staff and increased speed of development.

THE HARTFORD, Hartford, CT

1997 – 2004

Vice President, Human Resources, Personal Lines Division

Led Human Resources for a Property and Casualty Division of \$4 billion in written premium and 2,000 employees. Focused in the areas of compensation, organizational design, talent acquisition, leadership development, change management, diversity and inclusion. Developed and delivered human resources systems to support a growth organization. Catalyst and strategic business partner with senior leadership teams, guiding and coaching to surface, mediate and resolve HR-related business problems.

- Reviewed business strategy and assessed talent gaps (i.e. product management, leadership effectiveness, financial acumen, agency distribution marketing knowledge).
- Developed talent acquisition strategy and development strategies, created a culture of employee career management ownership resulting in more employees moving across the organization for development opportunities, more cross-functional knowledge, better employee satisfaction results and retention.

OTHER EXPERIENCE

Tunxis Community College, Farmington, CT, 2006 – Present

Adjunct Professor, Business Writing Communications and Interpersonal Communications

University of Hartford, Barney School of Business Graduate School, Hartford, CT, 2004

Adjunct Professor, Principles of Management

EDUCATION

Master of Science (MS), Human Resources Management and Organizational Development
The New School, New York, NY

Bachelor of Arts (BA), English Communications and Spanish
St Thomas Aquinas, Sparkill, NY

CERTIFICATIONS AND TRAINING

Certified Myers Briggs

United Healthcare Human Capital Certification
Facilitator of Strengthfinders

Six Sigma Green Belt Training

Certified Insights 360 Facilitator

Certified in GROVE Strategic Planning Tools