

ROCCO J. MAZZA

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EXECUTIVE PROFILE

**VICE PRESIDENT / DIRECTOR / SENIOR MANAGEMENT,
ORGANIZATIONAL DEVELOPMENT / CHANGE MANAGEMENT /
EMPLOYEE RELATIONS / LEADERSHIP DEVELOPMENT / HUMAN RESOURCES /
TRAINING (LEARNING) AND DEVELOPMENT / PERFORMANCE IMPROVEMENT**

Dynamic, engaging Corporate Development, Business Transformation, Process Improvement Professional with a proven record of leading initiatives which propel companies forward. Specializes in Professional/Business Development, Workforce Development, Change Management, Process Improvement and Productivity. Strategic thinker who quickly identifies the type of intervention a group needs and adjusts methods to ensure superior service. Excels at preparing customized initiatives, overseeing process improvement and implementing large-scale change management programs. Hands-on manager adept at implementing processes and facilitating the flow of information necessary for building successful businesses.

Selected Highlights

- Led Global Change Management and Process Improvement initiatives including creating and presenting customized training seminars for supervisors and managers for various multinational client organizations. [RJM]
- Created roadmap that identified critical change factors within global organizations and developed process maps to transform people and policies. [AARP]
- Performed daily situational analysis of groups up to 60 employees, increasing effectiveness, improving operations and ensuring overall corporate efficiency. [AT&T Corp]
- Partnered with IT to develop training materials for a companywide rollout of customized PeopleSoft software to more than 1,000 sales and IT personnel. [ManorCare Health Services]
- Successfully restructured a global organization into separate profit and non-profit segments. [AARP]
- Developed innovative, engaging lesson plans that emphasized hands-on instruction to keep the attention of varied learners. [Rutgers University]

Areas of Expertise

Organizational Restructuring
Change Management
Gap Analysis/Needs Assessment

Employee Relations/EEO/AA
Leadership Development
Business Transformation

High-Impact Presentations
Facilitation and Team Building
Process Improvement

PROFESSIONAL SUMMARY

RJM Business Consulting, LLC

Private Consulting Practice, focused on leadership and organizational development

Voorhees NJ

Independent Consultant

2001 to Present

Managed business, including project acquisition, proposal development, contract negotiations and project development/delivery

- Developed customized analysis and training programs to address multinational clients' needs
- Created targeted interventions and presented customized training and seminars for supervisors and managers
- Led business operations including, sales/marketing, financial management and HR
- Oversaw strategic planning and worked with individual employees to develop skills that ensured goals
- Created training programs and organizational processes to increase and improve overall effectiveness and efficiency
- Grew business from startup to \$5 million in annual revenues and positioned for profitable sale
- Developed key relationships with underwriters and affiliated companies to expand service area from 1 state to 4
- Applied production techniques to binder development; streamlined process, instituted checks and balances to ensure quality
- Leveraged training offered by underwriters, modifying content to fill specific employee/company needs

AT&T Corporation

Washington DC

Premier telecommunications company providing data and voice products to residential and commercial customers worldwide; employing division employed several hundred people focused on commercial customers

Organizational Consultant Manager

1998 to 2001

Oversaw 10 internal consultants working closely with internal clients to design/implement reorganization initiatives such as corporate education programs, executive coaching and operational reviews across all functional areas; liaised with HR and managers at all levels to develop appropriate content

- Performed daily situational analysis of groups up to 60 employees, increasing effectiveness, improving operations and ensuring overall multinational corporate efficiency
- Intervened in union disputes, conducting personal and group interviews and facilitating discussions to reach agreements
- Developed problem solving techniques, decision-making hierarchy, personnel management tools, negotiations techniques and better communication guidelines to assist managers in achieving business objectives, promoting continuous improvement and turning around personnel situations

ManorCare Health Services

Gaithersburg MD

One of the nation's largest elder care companies with hundreds of facilities and revenues in the millions

Organizational Designer

1997 to 1998

Recruited to lead companywide organizational strategic planning initiatives, developing training programs that drove change and increased efficiencies. Established corporate policies/procedures to guide IT, sales and HR

- Partnered to develop training for companywide rollout of customized PeopleSoft software to 1,200 sales & IT personnel
- Developed a follow-up survey to track effectiveness of training materials, achieving 98% satisfaction rating for materials

AARP

Washington DC

Largest and most well organized association for older Americans; offers variety of products for members, including insurance, driving schools, travel packages and health benefits

Organizational Consultant & Contracting Officer

1990 to 1997

Selected by Executive Director to lead organizational restructuring, leading cross-functional teams to define a competitive strategic plan, identify critical success factors, develop core competencies and position organization for growth.

- Created roadmap to identify critical change factors in global organization to transform people and policies
- Successfully restructured a multinational organization into separate profit and non-profit segments
- Established Quality Innovation Council, working closely with senior leadership to guide a global organization's redesign
- Improved procurement operations by streamlining process and imposing accountabilities to save \$10 million+ annually
- Personally directed negotiation and execution of international contracts with total value well in excess of \$30 million

EDUCATION & PROFESSIONAL DEVELOPMENT

Master of Science in Organizational Development • Johns Hopkins University • Baltimore, MD

Bachelor of Science in Business Management • Rutgers University • New Brunswick, NJ

Certified Arbitrator / Mediator • American Arbitration Association • Washington, DC

Rutgers University

New Brunswick NJ

One of the nation's premier state-supported teaching and research institution

Adjunct Faculty Business Instructor, Organizational Behavior

2003 to Present

Presented courses on business and organizational behavior to graduate and undergraduate students, creating courses engage students and conform to university requirements

- Developed curriculum development initiatives, providing input regarding how execution and administration to students
- Developed innovative, engaging lesson plans that emphasized hands-on instruction to keep the attention of varied learners

Montgomery College

Rockville MD

Two-year, county-supported college focused on technical instruction and preparing students for 4-year institutions

Adjunct Faculty Business Instructor

1995 to 2001

Created and presented course material to students, tailoring courses to meet the learning needs of individual students.

- Developed innovative, engaging lesson plans that emphasized hands-on instruction to keep the attention of varied learners
- Built consensus with students & staff for solutions that fit individual situations yet were consistent with academic objective.