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## **SUMMARY**

Experienced Organizational Development and Human Resources consultant skilled in using a whole systems approach to assist clients address business challenges from a strategic, big-picture perspective. Over 18 years of results - producing experience combining organizational development technology, human resources expertise and sound business principles to address issues ranging from start up HR infrastructure development to complex organizational goals. Possesses exceptional skills in group problem solving, human resources management, leadership and management development, succession planning, team development, strategic planning, meeting design/facilitation and change/transition management.

## **SELECTED ACCOMPLISHMENTS**

### **Organization Development**

- Executed an in-depth quality assessment and intervention strategies for a high-tech design organization. Facilitated action planning and ensured ongoing follow up with the senior leadership team. Results included the accomplishment of 90% of key organizational initiatives and the decrease in turnover to an annualized total of just 2% for the 5300 employee organization.
- Administered a cultural health survey, facilitated focus groups, analyzed data, recommended action plans and ensured follow up of critical initiatives for a large design team. Results included a 50% reduction in turnover for the project team and a 75% increase in satisfaction scores for all targeted management development and communication focus areas.
- Designed and facilitated several strategic initiatives for a \$5 million revenue E-Business program and IT internal organizational merger. Results included the creation of a senior leadership team, mission and vision strategies, team charter, and process improvements.
- Participated on a global management team to develop detailed workforce planning strategies, to create decision making and partnering processes and implement quality measurements for a large technical organization in Penang, Malaysia.
- Partnered with a general manager to effectively drive critical transition management initiatives for several design organizations. Project management included creating the transition plan, the development of communication materials, delivery of transition training to leaders and employees, coaching of management team and ensuring effective employee relations management.
- Designed and implemented a high tech organization's first leadership succession program which was continued for several years. Results included the promotion of several diverse employees and the successful rotation of several key leaders.

## **Training and Facilitation**

- Analyzed leadership development gaps and designed and facilitated a variety of leadership development strategies, including the deployment of a customized leadership survey and action planning off-site sessions for three Senior Vice Presidents. Results included 100% successful accomplishment of year-end leadership goals and 100% payment of an employee bonus for the high tech organization.
- International Development- Facilitated leadership training for an Asian Leadership Council in Shanghai, China and conducted team effectiveness training for a project team in Penang, Malaysia. Provided “best practices” team development training and coaching for several international HR and Operations teams working on large geographically-dispersed projects.
- Co-developed and deployed an organization-wide “Survey of Management Practices” 360 feedback survey tool and training for 500 leaders and was presented a Divisional Recognition Award by the Vice President for the positive impact on the group-wide leadership training.
- Designed and facilitated a variety of team building and conflict-management sessions, resulting in the increase of team survey satisfaction scores to 100% for a high tech senior admin team.
- Designed and facilitated several Bridges Transition Sessions for large design teams impacted by corporate reorganizations and downsizing.
- Facilitated a variety of performance management, sexual harassment and employment law training sessions for management teams in both start up and mature organizations.
- Drove a team that analyzed an HR organization’s strategic skills and developed a training plan and personal development process to address the team’s key gaps. Results included meeting all developmental goals and a significant increase in client satisfaction scores.

## **Strategic Program Management**

- Assisted a retail organization’s finance division in developing a human resource strategic planning system and human resource business plan objectives. Resulted in the promotion of seven internal candidates in the last business quarter and the creation of a strategic recruitment plan to increase employee bench strength.
- Co-lead a cross-organizational Diversity team and all diversity actions which included the design and facilitation of focus groups and resulting action planning, the creation of the organization’s first award-winning diversity leadership conference and accomplishment of 95% of Diversity hiring and retention goals.
- Drove an \$18 billion revenue, 5300 employee organization’s annual salary review and performance management program, meeting critical budget and performance management goals.
- Designed a performance management review process, tools and communication materials for a small, high tech start up organization.
- Drove effective redeployment/downsizing programs and managed all employee relations impact with no legal grievances or complaints for a large technical design division.
- Partnered with a retailer’s compensation department to ensure a comprehensive evaluation of all positions in a Travel & Events Department. Results included incorporating a salary market adjustment to 75% of the positions in the department, an immediate decrease in turnover.

## PROFESSIONAL EXPERIENCE

### **Intel, Inc., Hillsboro, Oregon**

**1996-2005**

#### ***HR Director/Manager***

*2000-2005*

Provided human resources leadership for a team of 5-13 human resources professionals, supporting the Desktop Platforms Group with 5300 employees, two Senior Vice Presidents and \$18 Billion Revenue. Drove the design and deployment of all HR and organizational development strategies.

#### ***Organizational Development Manager***

*1999-2000*

Provided organizational development consulting to the world-wide, 5000 employee Corporate Services organization which included design and facilitation of several strategic planning efforts, analyzing the operation's leadership gaps, designing and facilitating executive coaching and training, and partnering with the HR team to develop their OD skills.

#### ***Senior Human Resources Business Partner***

*1996-1999*

Administered the full scope of Human Resource generalist support for 750 employees and four General Managers within the Desktop Products organization.

### **NIKE, Inc., Beaverton, Oregon**

**1992 - 1996**

#### ***Sr Human Resources Advisor***

Provided the full scope of Human Resource generalist support for the Retail, Finance and Corporate Services Divisions. Supported 1000 employees in the domestic retail operations, and 750 employees in the Finance and Corporate Services Divisions. Responsibilities included recruiting, employee relations, training and development.

### **Computer Management Services, Inc., Portland, Oregon**

**1989 - 1991**

#### ***Human Resources Analyst***

Provided HR generalist support for an IT consulting organization of 800 employees. Responsibilities included management coaching, leadership development, employee relations and a high volume of technical recruiting.

### **Benjamin Franklin Savings & Loan, Portland, Oregon**

**1985-1989**

#### ***Sr Human Resources Representative***

Provided HR generalist support for over 1000 employees. Responsibilities included recruiting, employee relations, management and leadership development.

## EDUCATION AND TRAINING

Master of Arts in Organizational Development/Whole Systems Design, Antioch University, Seattle Washington, 1999

Bachelor of Science in Biblical Education/Journalism, Multnomah Bible College, Portland, Oregon, 1984

SPHR - Senior Professional in Human Resources, National Certification

Certified Facilitator & Trainer, Myers-Briggs Type Indicator

Certified Facilitator & Trainer, William Bridges Transition Training

## PROFESSIONAL MEMBERSHIPS

Society of Human Resource Management (SHRM/PHRMA)