

# MARY KAY VONA, Ed.D.

## Motivational Speaker/ /Leader/Executive/Mentor /Coach. Building teams for positive impact

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**Transformation strategist and thought leader** who leverages C-level business experience and professional network to bridge academic and private sector. Incorporate commitment to diversity at all organizational levels, including recruitment, pipeline development, and teaching and learning. Unparalleled achievements in mentoring underrepresented populations at the highest levels of industry. Define vision and strategic direction for culture transformation, leading to greater respect for people from all backgrounds. Keen understanding of the current issues impacting employee engagement, diversity and inclusion strategy for academic institutions.

- **Critical driver behind 27% increase in diversity among executive leadership across the professional services industry.**
- **Achieved greater than 4.9 average student satisfaction ratings as Adjunct Professor at Vanderbilt and GW Universities.**
- **Led human capital management practice at IBM and grew global learning and development practice to \$500M.**
- **Owned \$77M global P&L as Partner at Ernst & Young and spearheaded billion-dollar change management initiatives.**

Mission, Vision, and Direction | Diversity, Equity, and Inclusion | Program Management | Student Experience | Transformation Growth Strategy | Performance Management | Underrepresented Groups | College Teaching | Learning and Development Partnership Development | Continuous Improvement | Metrics and Analytics | Culture Development | Relationship Building

## Career History

THE GEORGE WASHINGTON UNIVERSITY- WASHINGTON, DC

**Adjunct Professor, The Graduate School of Education and Human Development (GSHEd) ] 08/2021-Present**

*Course:* Organizational Change: Organizational Diagnosis and Development

This course focuses upon helping participants diagnose the need for planned organizational change through a Systems Approach. It is designed to foster the development of skills and competencies needed for assessing organizational conditions associated with planned change. Maintained 4.9+ average ranking on student reviews; recognized for going above and beyond to meet students' needs.

VANDERBILT UNIVERSITY – Nashville, TN

**Adjunct Professor, The Peabody College of Education and Human Development | 01/2014 – Present**

*Courses:* Consultation Skills; Human Capital Management; Strategy& Analytics, Human Performance Intervention, Org. Development

Create and deliver doctoral and masters level courses on leadership and people management. Mentor and coach students to solidify academic/career goals and obtain practical industry experiences. Collaborate with career resource center to build industry connections and diversity recruitment pipelines with global companies.

- Built pro bono partnership with Davis Akilah College, Rwanda's preeminent higher education institution for women.
- Maintained 4.7+ average ranking on student reviews; recognized for going above and beyond to meet students' needs.
- Advised Fulbright Scholar from Bahrain on research and publication of paper the future of consulting post-COVID.

ERNST & YOUNG (EY) – Tampa, FL

**Principal / Partner | 05/2011 – 01/2020**

Held P&L responsibility for \$77M in annual revenue across 3 consulting practices, including people advisory, financial services, and performance/talent departments. Led and mentored global team of diverse business professionals. Launched and managed learning and development practice in the Americas and expanded change management practice to \$12M in revenue per year.

*Global Transformations:* Spearheaded change management, business process redesign, and technology integration services for enterprise companies. Defined assessment and optimization strategies to transform organization cultures and infrastructures. Coached C-level executives on people management and leadership best practices to maximize team performance.

- Set strategy for enterprise-wide business transformation of global media conglomerate, leading to \$300M in savings.
- Earned AMCF Excellence Award for design and implementation of change management integration office and data governance strategy that captured \$65M+ savings for global financial institution.
- Managed 20% conversion to online learning with \$1M+ ROI – part of large-scale transformation for public utilities firm.
- Shaped change management strategy for real estate firm that revolutionized secondary mortgage market; showed 68% surge in employee understanding of business intelligence tools and 30% gain in core systems capabilities.

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*DE&I Leadership at EY:* Created and expanded diversity pipeline for executive and senior leadership positions. Mentored and developed women leaders and people of color within the company. Advised talent management and recruitment teams on cultivating diverse candidate pool. Represented EY's dedication to DE&I among clients and industry leaders. Co-managed financial services internship program and interacted with diverse students to build confidence and leadership skills.

- Spearheaded EY's leadership and engagement with the NCSA Diversity Project for North America 2021.
- Mentored future leaders through Women's Bond Club that supports women executives in financial services industry.
- Selected as keynote speaker at Tampa Bay Women's Leadership Summit and presented on kindness in leadership.

AON HEWITT – Southeast Region

**Executive Vice President** | 01/2008 – 04/2013

Defined vision and strategic direction for actuarial, health and benefits, and human capital practices in the Southeast region. Oversaw team of 500 consultants and provided coaching and mentorship to maximize capabilities. Created transformation roadmaps to drive growth outcomes. Managed client relationships and expanded global enterprise partnerships.

- Conceptualized, produced, and implemented "Rethinking Everything" change management program that provided executive leaders across the industry with critical advice and support during financial crisis.
- Catalyzed senior management development program; mentored high-potential leaders and served on evaluation board to select qualified candidates for leadership roles within the company.

IBM – Tampa, FL

**Global Learning Executive** | 01/2003 – 01/2008

Served as ambassador for IBM's learning and development practice around the globe. Drove thought leadership on training and education strategy through workforce demographics research and analysis. Promoted engagement with digital and remote learning solutions to increase ROI. Presented KPIs, analytics, and research outcomes at industry conferences.

- Played integral role in joint research initiative with American Society of Training and Development (ASTD) on impact of generational divide in workforce culture and performance.
- Addressed Islamic Banking Association in Kuala Lumpur on learning technology transformation.
- Led ground-breaking assessment on the future of digital learning and helped develop prototypes for online training.

**Vice President, Human Capital Management** | 10/2002 – 01/2008

Led human capital management practice serving global telecommunications companies. Developed and implemented strategic plans and roadmaps to manage comprehensive business transformations that generated millions in revenue.

- Earned Global Golden Circle Award for delivery of 1M+ hours of learning to 35K team members in 3 months to support \$20M telecommunications acquisition.
- Played critical role in transition and integration of privately owned consulting practice into IBM infrastructure; coordinated change management for thousands of consultants from private to public corporate structure.

PRICEWATERHOUSECOOPERS (PWC) – Tampa, FL

**Partner, Management Consulting** | 05/2000 – 10/2002

**Senior Manager, Management Consulting** | 07/1995 – 05/2000

Led global consulting practice with a specialty in human capital management and learning and development. Owned more than 25 accounts with global enterprise companies. Oversaw global transformations and organizational redesign initiatives. Served on leadership team for center for performance improvement. Spearheaded internal DE&I initiatives and set policies on gender and racial diversity. Created professional development and mentorship programs to build pipeline of diverse candidates.

- Grew human capital management practice to a \$50M business through strategic relationship development, process optimization, and talent management programs.
- Developed and produced materials for national gender diversity program; created and delivered educational models to drive recruitment and training of diversity facilitators around the country.
- Set up recruiting program at Florida Agricultural & Mechanical University (FAMU) historically black college.
- Mentored future CEOs of global corporations, including women and members of underrepresented groups.

*Early PWC experience:* (1987-1995)

Director of Human Resources, North Florida

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## Education / Credentials / Community and Board Roles

THE GEORGE WASHINGTON UNIVERSITY – Washington, DC  
**Doctor of Education (Ed.D), Executive Leadership and Human Resource Development**

EVEREST UNIVERSITY – Tampa, FL  
**Master of Business Administration (MBA)**

MERCYHURST UNIVERSITY – Erie, PA  
**Bachelor of Arts (BA), Business Administration**

**Senior Professional in Human Resources (SPHR)**

### **Professional Development:**

Prosci | Train-the-Trainer | 08/2019

Prosci | Certified Change Practitioner | 02/2019

World Institute of Action Learning (WIAL) | Certified World Institute for Action Learning | 04/2021 (*pending*)

### **Board / Advisory Experience:**

Member, Human and Organization Learning Advisory Council, George Washington University

Board Advisor, Florida Holocaust Museum, St. Petersburg, FL

Board Chair, Davis Akilah College, Kigali, Rwanda

### **Academic Sponsorships:**

The George Washington University, \$100K Scholarship (granted entirely to students of color)

Vona Family Scholarship, University Business Program, Mercyhurst University

## Select Publications / Presentations

“Leading with Empathy”: Motivational Speaker/Presenter and Group Facilitation to USFoods, October, 2021

“Workforce Development in an Era of Change – ‘What if a robot takes my job?’” EdFix Podcast. The George Washington University. December 2019.

“Leading With Heart: A Message of Kindness.” Keynote Speaker. Tampa Women’s Leadership Summit. October, 2019.

“The War for Cyber Talent Will Be Won by Retention not Recruitment.” Opinion Article. Dark Reading, Inc. July 2019.

“Learning’s Value in the Era of Disruption.” Article. *Training Magazine*. February 2019.

“You claim there is a talent gap: Why and how insurers should act today to drive future success in changing landscape.” White Paper. Ernst & Young (EY). December 2014.

“Seven Tall Tales of Talent Management.” White Paper. Aon Hewitt. October 2010. Abbreviated version featured in the October, 2, 2010 edition of HR Executive.

“The Talent Funnel: Rebuilding, Re-engagement and Recovery.” Presentations. Aon Client Symposium. September 2009

“Closing the Generational Divide-workforce demographics.” White paper. IBM/ASTD. Fall 2006.