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|  | **ROBIN MITTS**  **(713) 248-7065**  [**mailto:info@vip-global.com**](mailto:info@vip-global.com) | |  | |
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***Change Management • Fit-for-Purpose Planning • Process Improvement • Executive Coaching***

A proven, practical, results-driven change management professional and organization effectiveness manager focused on being an accountability barometer within all levels of an organization to ensure adoption, adaptation and utilization of new tools, new leaders and new ways of working for success. This is accomplished by the OCM plan and a partnership with key influencers/ leaders and staff input; for implementation, by working with the client’s leaders, HR and IT teams / systems such as local AI tools and proven on-line tools / assessments for long term utilization and reinforcement.

**EDUCATION & PROFFESSIONAL DEVELOPMENT**

**Master of Science (MS), Human Resource Management -** Houston Baptist University, Houston, TX

**Bachelor of Science (BS), Polymer Chemistry -**  University of Southern Mississippi, Hattiesburg, MS

**Tools Examples:** Dialogos, Articulate, Adobe, Microsoft: Word, PowerPoint, Excel, Center for Creative Leadership LDP, Kotter methodology

# PROFESSIONAL EXPERIENCE

#### Clorox - Sales Enablement - OCM Lead – Insight Jan 2022 - Jul 2022 Key Overall Project:

* Integrated new normal business meeting cascades for communication opportunities including expectation setting, business goals, business health, key quarterly results with monthly metrics for tracking progress
* Created Change platform to be leveraged throughout all phases of project to include multi-level change agent system, communications mediums - newsletters, newsflash, videos - infomercial, testimonials, expectation setting and Q/A sessions for 200 staff and 8 leaders

#### Sales Enablement - CloroxPro TouchPoint Phase:

* Flexed with two strategic business resets as an active member of the project team/and with the tool vendor for phase 1 tools: mentoring the team as well as the impacted business leaders
* Instigated initial discussions for governance philosophy structure for long-term sustainability that led to a new strategy and structure for each department plus Change communications platform to/from senior business leaders and then staff to include weekly newsletters, newsflashes, videos - infomercial, testimonials, expectation setting sessions / modified for each business during their regularly scheduled meetings
* Pre-program kick off - Provided the foundation for business and IT to buy-in to a revised integrated   
   project plan that included an OCM Strategy and Plan based on creating a coaching path for senior

leaders (20+) and direct reports as needed.

#### OCM Consultant: Preview/Proposed Approach to Clorox Jul 2021 - Aug 2021

* As the OCM Lead, developed initial OCM Strategy and Plan to include Leadership/Sponsorship
* Readiness Assessment, Leadership/Sponsorship Action Planning, Impact Assessment Strategy, stakeholder analysis (initial draft based on information during design, revised initial RACI chart, developed and conducted initial risk analysis
* Devised initial Super User Strategy and created a Business Readiness Strategy and initial plan.

#### Conoco Phillips - OCM Support - 3G Packaging Mar 2021 - Jul 2021

* Supporting OCM Lead in development of a plan to merge resources and purchased properties

into their systems

* Revising and editing leadership communications for project updates and decisions as needed
* Coaching and acting as sounding board for project deliverables

#### Entergy - SR. OCM Lead - Leidos/Change Staffing Dec 2018 - Mar 2020

* Designed and Influenced development of and executed Corporate-wide Change Strategy to develop, edit, review communications, newsletter articles, videos, and demos for phased deployment of 1st Salesforce platform for Utilities
* Developed Change assessment tools and leveraged Change Agent network (50) to ensure change uptake to impacted stakeholders
* Provided Change Management status via P6/Microsoft Project with Project Manager
* Consolidated categorized change impacts as well as created and managed associated action plans
* Base content training at Entergy locations as needed (3 sites)
* Monitored and coordinated with IT Dev OPS team on conjoined deliverables at implementation development of training environment and corresponding documentation and testing
* Coached Program leaders on gaps / staff issues / misalignments and lagging indicator misses
* Advised and edited leadership communications for project updates and decisions as needed
* Guided the leadership team through the design and implementation of new consolidated American regional HSSE organization resulting in 20-30% improvement in alignment of processes and safety performance across blending plants

#### BP L48 Onshore – OCM Lead - Crawford Consulting Feb 2018 - Aug 2018

* Identified change plan gaps and implemented mechanisms to measure the success of change
* Reviewed and plugged missing deliverables in initial project change management plan and approach
* Acted as eyes and ears with Leaders/Team Leads/Program Teams for misalignments to plans and approaches
* Supported OCM Program Lead and his efforts to keep program on track especially impact assessments/change uptake/change fatigue

### PROGRESSIVE ROLES – SHELL OIL COMPANIES – KEY ITEMS ONLY

#### Change Manager - Enterprise Architecture / Commercial-to-Finance 2012 - 2017

* Provided and catalyzed additional linkages for enterprise architecture effort for $80M multi-year exploration financial program and extension of end-to-end process management into financial arena that was estimated to bring $9M cost and efficiency improvement savings
* Implemented $100M multi-year, Enterprise Architecture (EA) business transformation and IT tools implementation, realizing several hundred million dollars in cost savings and efficiencies over past 3 years. Achieved an expected 30-40% additional time efficiency gain upon total adoption of tools and reporting capability

### Supply Chain HSSE Change & Communications Manager 2009 - 2011

* Guided the leadership team through the design and implementation of new consolidated American regional HSSE organization resulting in 20-30% improvement in alignment of processes and safety performance across blending plants

#### Global Change & Integration Manager 2008 – 2009

* Oversaw all Change & Integration activities for IT Contractor and IT Business-to-Business General Managers and teams with management of three direct global reports, including performance issues Performed as Change management lead for US with 10 direct reports (contractors) to manage change process in various sub-teams. Created and successfully implemented overall program change and engagement plan.
* Leveraged as subject matter expert (SME) and thought leader for cross-Downstream IT Change Consultants. (2K Shell staff and 2.5K contractors), including change management, communications, organization effectiveness, and facilitation / intervention resulting in adoption on change management activities and upgrades of change management processes for upcoming projects and activities.

## EXTRACURRICULAR

* Volunteer Election Clerk for National and local elections
* Former Founding Board Member – Treasurer - Ruby Habitat Foundation - 19 years
  + Sub-Management Team Member - Recommendations and planning for yearly ranch operations and foundation expenditures/priorities - 9 years
* Website Build & Maintenance - Sugar Creek Garden Club non-profit / House of Hart Events