

Karan Froom

karanfroom@gmail.com

<https://www.linkedin.com/in/karanfroom/>

614.327.4715

Summary

Results-driven professional known for creative problem-solving and strategic planning. Recognized as a strong leader and essential business partner. Strengths include:

Organizational Change Methodology	Sponsor Alignment/Coaching	Agile and Waterfall OCM Project Management
Internal Communications	Public Speaking	Meeting Facilitation
Project Management	Community Relations	Organizational Design

Professional Experience

Organizational Change Management

Over 15 years' experience managing the organizational change management (OCM) activities on multiple large-scale ERP and technology projects with budgets ranging from \$200,000 – \$900MM. Work experience includes both corporate and consulting-based roles in the retail, banking, utility, manufacturing, and healthcare industries; including:

- Managing the completion of program deliverables, project plans and templates.
- Leading blended teams of employees and consultants varying in size from 10 – 50 people.
- Developing OCM methodology and automated templates and building SharePoint databases for tracking communications plans and activities.
- Participating on senior level program governance meetings and teams.
- Developing engagement strategies to address end user adoption and readiness.

Training

Managed all aspects of training and development; including instructional design, logistics, learning management system (LMS) administration, team management, role mapping, performance coaching, and facilitation. Specific activities included:

- Leading a 30-person training department across six states with a budget of \$4MM.
- Developing and managing eLearning, classroom-based training, and the design of end-user reference materials to support the rollouts and installation of new technologies.
- Managing program role mapping activities that aligned appropriate security roles with training curricula.
- Developing new concept eLearning 2.0 prototype design, utilizing state of the art technologies and concepts including the use of avatars and 3D animation.
- Developing comprehensive sales, compliance and leadership training curricula for a regional retail banking organization.

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Strategic Communications

Led communications in both corporate and project-based roles to support change and organizational initiatives. Specific activities included:

- Writing and editing content for daily, weekly, monthly and quarterly communication vehicles, including newsletters, intranet sites and corporate videos.
- Developing end user readiness and engagement surveys and assessments.
- Consulting and coaching senior leadership on learning and communication techniques to support the end-user adoption of the new tools and processes.
- Crafting senior executives speaking notes, PowerPoint presentations, and meeting summaries.
- Creating detailed audience analysis matrices and communication project plans.
- Streamlining and prioritizing retail projects, eliminating redundant and unprofitable initiatives.

Community and Public Relations

Four years' non-profit work experience in the areas of fundraising, grant writing, volunteer recruitment and program planning. Six years' experience as a Commissioner and board member for the City of Columbus Community Relations Commission, appointed by the Mayor of Columbus. Volunteer facilitator for non-profit boards' strategic planning sessions. Organized and ran multiple United Way campaigns and other fundraising events as a corporate employee. Roles include:

- Commissioner, City of Columbus Community Relations Commission
- Chair, Friends of the Community Relations Commission
- United Way Campaign Leader – Cardinal Health, WorldCom, NiSource
- Facilitator for multiple local board retreats and conferences

Work History

- **Cardinal Health, 2015 – Present**
Director, Organizational Change Management & Training (7/17 – present)
Director, Stakeholder Engagement (3/15 – 7/17)
- **NiSource, 2012 - 2015**
Manager, Organizational Change Management
- **Pharmacy Systems, Inc., 2009 - 2011**
Director, Training & Development
- **The Abreon Group, 2005- 2009**
Engagement Manager, Organizational Change Management & Training
- **Huntington National Bank, 2000 – 2005**
Director, Retail Training & Communications (6/02 – 4/05)
Director, Operations & Technology Training (3/00 – 5/02)
- **Additional work experience available upon request**