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SUMMARY OF QUALIFICATIONS

Results driven leader with experience in human resources, diversity and inclusion, sales, marketing, strategic planning, training, and operations. Exceptional consultative and communications skills with the ability to drive organizational change and alignment.

Professional Experiences

Nationwide Human Resources

VP, Chief Diversity & Inclusion Officer (2014-2018)

- Responsible for the development and execution of the enterprise-wide Diversity & Inclusion strategy and initiatives for over 33,000 Nationwide associates.
- Works closely with senior leaders and board of directors to ensure progress in cascading the D&I strategy throughout the organization.
- Oversees all D&I programming, D&I learning, 16 Associate Resource Groups with approximately 20,000 memberships and 18 Business Unit Councils across the country, along with a host of national and local partnerships and sponsorships.

Nationwide Human Resources

Director, HR (2010-2014)

- Oversaw the HR strategy for over 4000 Claims associates. Had responsibility for providing HR support to executives, developing talent strategies, implementing workforce planning, business consulting and leadership development.
- Provided leadership, strategic direction, and project management for projects within the Human Resources organization.
- Led an enterprise-wide team of HR professionals in the development of a Sales Professional Model that consisted of the development of Sales Job Families, Competencies, a Sales Talent Strategy and Career Paths.
- Responsible for leading the design, development and execution of an Enterprise-Wide Sales Professional web portal to convey the sales story at Nationwide.

Nationwide Customer Insights & Analytics, Corporate Marketing

Sr. Consultant, Strategy and Planning (2008-2010)

- Led a cross-functional team responsible for providing strategy, data & analytics.
- Served as lead for key strategic initiatives including Commercial, Emerging Markets, Regional Marketing, Affinity, Titan, Commercial, Nationwide Financial, and Buy Nationwide.
- Managed market planning processes, segmentation development, retention initiatives, and analytic frameworks.
- Provided direction and leadership for Marketing Leadership Rotational Associates.

Nationwide Corporate Marketing

Leader, Market Strategy and Planning (2005-2008)

- Led the development of "outside-in" market driven strategies for large business units to plan for and support future business growth.
- Coached and consulted with key leaders on organizational structure, employee relations and talent development.
- Created an annual market planning process to develop and improve business results by introducing new distribution channels, target customers and products and services to meet the needs of their customers.
- Led strategy and execution for education sessions.

Nationwide Financial

Director, Learning & Performance Solutions for Sales & Operations (2002- 2005)

- Member of the executive leadership team that developed and implemented strategic direction for business strategy to turn-around the public-sector retirement plan business. Resulted in winning new key relationships such as the State of NY, a \$4.5 billion asset plan and the City of Los Angeles, \$2.5 billion asset plan.
- Played a key role in the development of a Financial Education strategy that delivered education tools and workshops to 1.3 million public sector retirement plan participants.
- Led a team of associates that were responsible for providing training to 1100+ field sales & operations associates that were in more than 45 states across the country and managed a \$2 million budget.

Senior Retirement Advisor, Field Sales (1999-2002)

- Top Retirement Plan Advisor for all years employed and exceeded production goals each year.
- Led peers across the country in policy sales and enrollment targets.
- Conducted more than 1000 Financial and Retirement Planning Seminars and managed relationships with 321 plan sponsors.

Senior Training and Development Instructor, Field Sales (1998-1999)

- Provided technical, sales, and investment product training for the sales organizations.
- Partnered with managers to develop training plans for individual field representatives.
- Worked as subject matter expert of various investment products.

Senior Human Resources Consultant, Human Resources (1995-1998)

- Served as a certified Diversity and Inclusion trainer.
- Provided human resources support to key business partners by linking the HR strategies to business unit strategies.
- Consulted with managers to assist with cultural and organizational changes.
- Partnered with managers to manage and develop talent within their departments.
- Provided counsel to managers regarding employee relations issues.
- Recruited, interviewed and hired for various job functions.

Training & Development Instructor, Individual Annuity Operations (1994-1995)

- Served as lead instructor in New Employee Training classes.
- Designed, developed, and delivered training courses.
- Reviewed and revised current programs to make recommendations and identify training needs.

Senior Customer Analyst, Individual Annuity Operations (1992-1994)

- Selected as subject matter expert for the NF Annuity Call Center.
- Specialized in variable and fixed annuity products.
- Provided service to annuity plan participants and brokers for annuity products.

Education & Professional Development

University of North Alabama

Major: Bachelor of Science, Psychology

Minor: Business Administration

Other Professional Experiences and Licenses

- Certified Diversity Practitioner, Institute for Diversity
- Senior Professional Human Resources designation
- Graduate of Insight Leadership Development program
- Graduate of Leaders in Action Executive Training Program
- Certified Change Management Consultant