

Jassy Jackson

818.584.5844

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Organizational Development Leader | Change Management Expert | People & Culture Strategist

Results-driven Organizational Development leader with a strong background in psychology, organizational effectiveness, and strategic people initiatives. Adept at designing and implementing scalable, high-impact solutions that drive cultural transformation, leadership development, and operational excellence. Proven ability to partner with executives and HR leaders to enhance organizational performance, foster a high-performing and collaborative workplace, and lead enterprise-wide change initiatives. Passionate about aligning people strategies with business goals to optimize talent, engagement, and success.

CORE QUALIFICATIONS

- 10+ years of experience leading organizational development, change management, and leadership initiatives
- Expertise in driving strategic workforce planning, culture transformation, and talent optimization
- Strong background in organizational psychology and behavior, with a data-driven approach to decision-making
- Proven ability to design and implement scalable people programs that enhance employee experience and performance
- Skilled in executive coaching, team development, and leadership effectiveness
- Adept at collaborating cross-functionally with HR, business leaders, and executive teams to drive organizational success
- Experience leading global teams across multiple time zones and cultural backgrounds
- Certified in Design Thinking and Change Leadership, with deep expertise in transformation strategies
- Strong facilitation, training, and public speaking skills to engage diverse audiences

PROFESSIONAL EXPERIENCE

Vice President, Operations & Organizational Effectiveness

Tyranno Studios a WAX Company | October 2017 - Present

- Led strategic initiatives to embed company values into the employee lifecycle, enhancing engagement and retention.
- Designed and implemented scalable OD programs, including leadership development, performance management, and change initiatives.
- Consulted with business and HR leaders to diagnose organizational challenges and design targeted solutions.
- Developed and led enterprise-wide cultural transformation strategies to drive collaboration and performance.
- Partnered with senior leaders to optimize organizational structures, processes, and team dynamics.
- Led crisis management efforts, acting as the executive escalation point for high-impact organizational challenges.
- Managed large-scale change projects, ensuring alignment with business objectives and stakeholder engagement.
- Provided executive coaching and leadership training to enhance management effectiveness and team performance.

Technical Support Director | Innovation Catalyst

Digital Insight (a NCR Company) | August 2012 - September 2017

- 24/7x365 operational support environment, hire and develop key talent and manage performance
- Developed and sustained employee engagement programs such as career growth & conflict management
- Plan and drive succession planning, leadership development and effectiveness.

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- Support business talent strategies and build a diverse culture.
- Workforce planning, career development and organizational effectiveness.
- Provide detailed metrics and analytics derived from business focused KPI's to illustrate service level success or failure while showing trends and statistics that provide value to the business
- Designed and led organizational change management strategies to improve team effectiveness and operational efficiency.
- Conducted organizational assessments to identify gaps in culture, structure, and performance.
- Established performance metrics and feedback loops to drive continuous improvement and high-performing teams.
- Partnered with business leaders to implement people-focused strategies that improved engagement and customer experience.

Senior Manager, Organizational Development & Customer Experience

Digital Insight (an Intuit Company) | May 2007 - August 2012

- Increased Net Promoter Score from 29 to 70 (well above industry standard)
- 30% decrease of vendor escalations
- 99% participation for voice of employee program with scores averaging 88-93
- Expand and led support model change which improved resource efficiency
- Inspired customer service managers to build high performance teams
- Led training, learning and development best practices to create a great employee experience
- Managing and leading a diverse team of technical and non-technical support staff
- Planning, staffing, directing, managing cost, schedule and performance of assigned programs, and personnel within parameters for logistics functions
- Facilitating internal and external partnership/communication efforts designed to achieve business objectives
- Development and mentoring of current and new employees
- Led enterprise-wide leadership development initiatives to drive engagement and retention.
- Designed and implemented strategic workforce planning solutions to optimize team structures and business outcomes.
- Facilitated change management programs, improving adaptability and resilience across teams.
- Developed and implemented performance management frameworks that enhanced accountability and goal alignment.
- Partnered with senior leadership to build a culture of continuous learning and development.

EDUCATION

Master's in Psychology, Industrial and Organizational – Cum Laude

California Southern University

Bachelor of Arts, Psychology, Human Factors

California State University, Northridge

Associate Degree, Behavior & Social Science – Dean's List

Pierce College, Woodland Hills