

DEBORAH WHITEHOUSE, MS, BCC

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CONSULTANT, COACH, ORGANIZATION CHANGE, LEADERSHIP & TALENT DEVELOPMENT

Consultant and former executive, growth strategist and operations expert with entrepreneurial and corporate business leadership experience in organizational development. Excels in developing talent and creating resources to build new business ventures through training and change management programs. Deborah is an experienced leader with a keen ability to help individuals' and companies improve their lives, careers and business performances.

Growth Strategies • Integration • Change Management & Organizational Development
Workshop Facilitation • Training Design and Delivery • Team & Leadership Development
Communications • Onboarding • Entrepreneurship • Executive Coaching & Assessments

PROFESSIONAL EXPERIENCE SUMMARY

CONSULTING and COACHING for GROWTH, LLC, Miami, Florida • July 2012 to Current

Founder and leader of Consulting firm offering professional organizational development services to government, industry leaders, start-ups, corporations needing leadership coaching and employee development

- Consultant of choice for international corporations, recruiters, coaching firms working with HR Corporate to assist in leadership growth, Career Pathing, Change Management, Onboarding, and Strategic Planning workshops, and delivering executive coaching and professional assessments.
- Trainer for HR.com on Social Media and Leadership, Change Management - Ongoing
- Individual Coach and Mentor for multiple clients wishing to expand their careers and improve their productivity.
- Chosen as lead Coach for candidate assessment for state business college; designing MBA soft skills training program 2015-2017.
- Adjunct Professor for Universidad Autonoma Del Caribe – School of Global Management, Miami, FL for Ethics and Critical Thinking Skills course (PHI 260, 45 hours) 2014
- Facilitator and Speaker on topics for growth and change. Delivered educational workshops to local business people and community interests - The Jewish Family Center, ABWA, Chambers of Commerce, Design and Construction Professionals.

JACOBS ENGINEERING GROUP, Ft. Lauderdale, FL.; Pasadena, CA • January 2004 to July 2012

Global engineering industry leader with 65,000 employees and \$10B+ in annual revenues.

Director of Strategic Initiatives, Change Management and Organizational Development, Infrastructure and Building Divisions (2009 to 2012)

Reporting to VP of a Division of Operations working in operation, led and managed the integration of acquired companies whose values ranged from \$10 million to \$125 million. Met goals for employee retention and integration of business components including human resources and training, information technology, project and accounting/financial management systems. Responsible for managing resources, tracking/reporting integration information to CEO, top executives and VP supervisors.

- Led, facilitated and scheduled 5 post-acquisition integration teams for newly purchased companies, thus creating 20 to 30% divisional staff expansion and 10% to 20% increase in revenues, for the 5 main integration areas; Operations, Finance, Legal, Training/HR, Information Technology

- Created training plans based on internal change readiness assessments and developed/delivered Onboarding training to new employees being incorporated into enterprise functional systems
- Led the team and created communications plans for both internal and external communications
- Minimized employee turnover by developing and deploying outreach and engagement programs, tailored to new personnel sensitive to cultural differences
- Prepared and presented to senior executives and confidential stakeholders the integration reports which entailed change readiness, analyzing and highlighting outcomes and lessons learned

Director of Training and Quality, North American Infrastructure Division (2007 to 2009)

Reporting to VP of Division and collaborating with Human Resources, managed corporate training and Divisional quality departments. Devised and deployed strategies to drive new business from customers by empowering employees and bolstering quality. Worked with HR to manage and improve employee performance through targeted training. Analyzed performance metrics and identified areas for improvement for 5,000 projects/25 offices, supporting 3,000 employees.

- Created, directed and delivered the Division's 1st professional leadership program using workshop sessions including interactive exercises, personal assessments, deliverables, networking & testing
- Created and delivered Division's 1st internal Project Managers training program, delivering PMI certified content, applied towards PMP Certification
- Outperformed numerous quality targets while raising standards and Onboarding new staff; increased proficiency and quality in project execution, thus reducing overruns

Program Manager – Operations - Florida's Turnpike Enterprise a division of FDOT (2004 to 2007)

Served as Program Manager on the largest project in the Division, overseeing 3 Project Managers, program CFO and 150 technical and support services staff. Oversight of operations & maintenance, and \$50M in budgets for 450 miles of roadway on behalf of the Florida DOT. Traveled internationally to identify industry best practices and coordinate with worldwide resources.

- Invited and served as Board Member and key player on client's Executive Change Management/ Strategic Planning Team for Florida's Turnpike Enterprise to redevelop organization using the HI-HP (High Information/High Performance) program and restructure as a performance management driven culture. Facilitated team meetings, progress workshops and training during this effort
- Empowered employees through engagement and communication strategies which resulted in 2% increase annually in customer service ratings and receipt of the JD Powers award for excellence as the only Toll Facility in the nation to receive this award at that time

CONSTRUCTION CONSULTANTS, LLC, Fort Lauderdale, Florida • 2001 to 2003

Founder and leader of Consulting firm offering professional planning and business development services to professional services firms in the infrastructure and construction industries.

FLORIDA DEPARTMENT OF MANAGEMENT SERVICES, Tallahassee, Florida • 1999 to 2001

Agency providing support services to state government - *Governor Appointee*. **Director of Building Construction – State of Florida**

Oversaw construction operations for state and municipal facilities, \$300M+ in annual projects, a \$4M budget, and 55 team members (architects, engineers, administration staff). Generated & oversaw public policy for the construction industry.

- Directed 55 person Division that oversaw the design / construction for 400 + construction projects and government initiatives (with values as high as \$175M in today's dollars) while reducing operating costs 15%, without loss of quality. Introduced performance based budgeting during administration.
- Presented to Governor the Division's annual visionary project, introducing the clearinghouse for building sciences project – not funded, but recognized by government leadership as 'innovative and remarkable'.
- Received national acclaim by National Association for Facilities Management for effective use of construction-at-risk methodologies.

WHITEHOUSE ENGINEERS, Tampa, Florida • 1984 to 1998 CEO, Founder & Operations Manager
Founder and Leader for structural engineering consulting company specializing in building design

- Initiated start up and developed business and production systems for private company employing a 15 person team of engineers and Inspectors. Provided design and construction inspection services to public agencies, developers and architects in the southeast. Acclaimed leader in change management.
- Provided vision leadership and management of the company during key economic periods for nearly 15 years, with 85% repeat clients and a steady climb in revenues to \$2 M on the books. Redeveloped the company during crisis & loss of partner; transferred ownership. Company is still in existence.

Practicing Mental Health Counselor – Various Organizations; Practicum at The Life Center, Tampa, FL. 1995-1998

- For Practicum and Internship, delivered Counseling to local families dealing with death and dying and elderly issues. Led Groups for the elderly, prison populations, emotionally challenged children and families, as well as provided one-on-one counseling for a list of individual clients and their families. Supervised by Sheryl Baker, LMHC, a pioneer in therapeutic practices like body work and art therapy, and trained by Dr. Elisabeth Kubler-Ross as her protégé.
- Worked as a volunteer for both Hospice and ACS performing assessments and intake and assisting counselors in grief therapy and elderly issues
- During internship, built a base of private clients and counseled a number of individuals on marital and family counseling, including elderly issues, and grief counseling.

EDUCATION

Master of Science in Psychology & Mental Health Counseling
Nova Southeastern University, Fort Lauderdale, Florida – Magna Cum Laude, 1995

Bachelor of Arts in Interdisciplinary Social Sciences
University of South Florida, Tampa, Florida – Cum Laude, 1991

Business Coach, Board Certification through National Board of Certified Counselors and Center for Credentialing and Education – Institute for Life Coach Training (ILCT) - 2011

ADDITIONAL DEVELOPMENT and CAPABILITIES

Board Certified Coach (BCC) – Center for Credentialing and Education (CCE); Associate Professor- UAC University Automina del Caribe, School of Global Management 2013; Multiple Leadership Programs – Leadership Tampa Bay, City of Deerfield Beach “Bullet Proof Leader”; State of Florida and US Army Camp Blanding “Ropes and Leadership” Course; “Jacobs College” - Executive Leadership Program, Leadership Instructional Designer; Skilled in delivering Assessments: Myers-Briggs, DiSC, Profile XT, Emotional Intelligence, Korn Ferry & Lominger Competencies, 360’s, Hogan, others

PROFESSIONAL AFFILIATIONS

Mission United, Services for Military Veterans, Committee Member and Board Affiliate – South Florida Organizational Development Network (Board Member VP Marketing) - Advisory Board Member for Training and Development, RedVector Enterprises (A/E/Construction Industry Leader in Training) – Past Board Member for SMPS, NAIOP, CREW; Volunteer of the Year for Hillsborough County Schools

DEBORAH WHITEHOUSE - BOARD EXPERIENCE

NOT FOR PROFIT ORGANIZATIONS

Mission United – a local affiliate of United Way. 2014-2016

This organization was imagined and implemented by a Florida attorney, former military veteran himself, to collaborate with the parent NFP United Way, to meet the needs of veterans as they returned into work and society. I sat on the Education and Programs Committee, to design monthly programs, and liaised with government and corporations to promote veterans as workers and educate the public on their issues. Our core mission was to help veterans' mainstream into civilian work and balance their changed home situations.

As a coach and former mental health counselor, I met personally with specific individuals, coaching them on interviewing skills, career counseling, and referring some individuals that required it to local health and mental health resources. I also helped my clients understand their federal benefits as veterans. In working for private sector and Corporate interests, with other training and organizational development colleagues, I assisted in designing training for HR leaders, to teach them about the federal laws, USERRA and others, and to provide knowledge on veterans issues and difficulties they face, and high quality skills they possess, along with many other benefits that comes with hiring veterans.

Various state of Florida, Citizen and Not for Profit Boards including: The Diversity Council, Art in Public Places Council, The Rapid Rail Transportation Board, and others as needed. – 1998-2000

As a government employee and governor appointee, I was precluded from actively sitting on Boards, however, I was appointed as the governor's liaison to these organizations to provide a presence and the appropriate opinions when needed on certain topics that involved the Building Construction Department, as it concerned the citizens of the state and the Governor's Office.

INDUSTRY ORGANIZATIONS

South Florida Organizational Development Network SFLODN - 2013-2015

Senior Board Member VP Marketing and Education – Promoted the organization to national and local Corporations to recruit members and perform outreach to the private sector. Chaired and connected with Programs and Education. My duties were to prepare a marketing plan, make business calls, oversee the database of members, recruit them, write press releases, and connect with like organizations, government entities and the press. I also sat on the Programs committee as there was overlap with recruitment and the quality of our programs.

RedVector Enterprises (A/E/Construction Industry Leader in Training) – 2013-2015 Advisory Board Member

My duties were to support this private industry company that provided training services to the architectural/engineering and construction industries. As a long time leader in the A/E and Construction industry, and as having served as the Director of Building Construction for the state of Florida, I was asked to sit on this Board and provide knowledge and expertise of what private companies and government alike would find valuable in training employees. Some training is government mandated for licensure, so I sat on the Board to provide that specific knowledge on their needs, which had changed little and needed to be updated. As with all Board seats in my career, this was a private sector appointment, without remuneration or conflict since I was no longer a government employee or a business owner of an engineering company.

BOARD POSITIONS Cont...

Society for Marketing Professionals SMPS -1995-1998

As a private engineering company business owner I was dedicated to promoting my company. I became a member of this organization and was asked to sit on the Board that created the national, professional certification program for the members of the organization. We travelled and worked collaboratively with a think tank in Alexandria VA., to devise the testing criteria and expectations as well as the values, ethics and standards for becoming an engineering/accounting and now IT marketing professional. We outlined the competencies and devised the levels of proficiencies.

National Association of Industrial and Office Projects NAIOP – 1995-1997 VP Board Member

This Board was comprised of developers and service providers to developers alike. I sat on the Board and moved from various positions from marketing the organization to membership to education. All Board Members were also trained and certified lobbyists, to meet with state and on several occasions, federal Congresspersons regarding the business and quality of infrastructure and buildings.

Commercial Real Estate Women CREW; 1997-1998 VP Board Member (an industry organization developed to encourage women in the industry.

I served on the Membership committee working with programs and marketing to increase both membership and the value we provided to our members in the form of education, personal growth, working with leaders and working in an environment as a minority.