

Michelle Sangillo, M.A.

Strategic Communications & Change Leadership

Parsippany, New Jersey, 07054

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Change management and communications professional experienced in leading “the people side of change” for large scale transformations involving technology implementations, adoption of global policies, process changes, and mergers and acquisitions. Extensive experience in internal corporate communications to build employee business literacy and external communications to educate stakeholders on corporate philosophies and significant business accomplishments. Consistently recognized for developing and executing communications strategies and programs to engage employees, customers, community and non-profit leaders in the work of the organization.

Masters in Strategic Communications & Leadership (GPA 3.7)

Seton Hall University, South Orange, NJ (2011)

Bachelor of Science in Business Administration (GPA 3.7)

Centenary College, Hackettstown, NJ (2008)

Prosci® Certified Change Management Practitioner (2012)

Prosci® Certified Change Management Practitioner Trainer (2013)

Dale Carnegie Public Speaking Mastery (2015)

Pearson Education, Inc., Upper Saddle River, NJ

Change Manager (8/2012 – 4/2016)

Supported large-scale change projects involving technology implementations, mergers and acquisitions, business process re-engineering, reorganizations, workforce reductions, and outsourcing (North America Customer Service, Global Human Resources, Global Legal, Global Rights & Royalties):

- Developed and executed strategic change management and communications plans.
- Coached executive sponsors, process owners and business area leaders on positive leader behaviors promoting a strategic approach to change management using the Prosci® ADKAR change model.
- Coached middle management on guiding teams through change using the Prosci® ADKAR change model.
- Developed and delivered managing change coaching program to prepare front-line employees for transitions.
- Created communications to raise employee awareness, kindle desire to participate, and to embrace change.
- Led workforce reductions to preserve dignity of separating employees and morale of retained employees.
- Facilitated focus groups to help employees understand the business drivers for outsourcing of work and to engage them to support knowledge transfer activities.
- Collaborated with contracted partners to help them understand and effectively meet the demands of the business.
- Participated in Kaizen events, co-facilitating with Lean Sigma process engineers, to educate process owners and executive sponsors on change management methodologies.
- Served on enterprise change leadership team by developing change management tools to be used in a change management playbook to create an enterprise-wide, standardized, approach to change management.

BAE Systems, Wayne, NJ

Communications Representative (1/2011 – 4/2012)

Managed communications to enhance the image and credibility of this aerospace/defense organization to employees, customers, industry and interest groups.

- Led executive communications for site leader providing presentations for all-hands and skip-level meetings, speeches, letters, content to executive blog site to engage 1,000+ employees in key business events and priorities.
- Managed communications related to multiple workforce reductions and terminated production line.
- Managed crisis communications to align employee population (employee hotline, website, cell phone notifications).

- Acquired and maintained approvals for promotional materials released to business partners, contract primes, subcontract primes, journalists, and for use at tradeshow.
- Served as corporate liaison at defense industry tradeshow connecting trade journalists with subject matter experts, reviewed and approved copy for publication.
- Led initiative to convert internal and external branding change.
- Facilitated workshops to promote effective communications in a diverse environment in support of corporate diversity and inclusion campaign.
- Facilitated site celebrations to raise employee morale.
- Developed and managed annual philanthropic budget of ~\$200K to support strategic philanthropy to build customer affinity and strengthen relationships with community and non-profit organization leaders.
- Organized and implemented community outreach/team-building events soliciting employee volunteers, with executive leadership representation, and promotion across BAE Systems and affiliate organizations.
- Ensured a positive corporate reputation with community and non-profit organizations through networking and relationship building with community and non-profit leaders.

Pfizer Global Manufacturing, Morris Plains, NJ
Compendial Coordinator (12/2006 – 12/2010)

Created communications to align Pfizer global laboratories to comply to standards for testing active pharmaceutical ingredients (API) to assure API identity, strength, and purity. Actively engaged employees in the Vision, Mission and Purpose of Pfizer Quality Assurance.

- Summarized monographs published in United States, British, and Japanese Pharmacopoeias for global distribution to quality testing laboratories.
- Served as liaison for Quality Assurance confirming accurate interpretation of testing standards; consulting with Quality Assurance scientists, when necessary.
- Maintained business area intranet site with relevant information on monographs.
- Created and maintained guideline documents to identify and record APIs used at Pfizer.
- Contributed to Pfizer's global publication, *Pfocus*, by writing articles on business events.
- Created *Pfocus* "Life Behind the Leader" series of executive biographies educating 120,000+ employees in the personal and professional lives of Pfizer's highest level leaders.
- Developed communications plans to support a shared vision and common purpose across Quality Assurance.
- Developed a communications plan to promote Quality Assurance services across the larger organization.
- Organized and implemented community outreach/team-building events, solicited employee volunteers and executive leaders to participate, and promoted event success across the across Pfizer.

Pfizer Global Manufacturing, Parsippany, NJ6
Environmental Health & Safety Coordinator (5/2002 – 12/2006)

Managed communications to educate employees and the local community on Pfizer's commitment to improving communities where Pfizer operates.

- Developed task-tracking system to ensure prompt closure of all environmental, health, and safety issues; created user guide, standard operating procedure, and delivered appropriate training to all employees.
- Created and delivered new hire orientation for environmental, health and safety awareness.
- Established community outreach plan for site and standard operating procedure to align ISO standards
- Organized and implemented community outreach/team-building events soliciting employee volunteers, with executive leadership representation, promoting the events across the organization.
- Promoted Pfizer's sustainability and community support accomplishments at community gatherings and established two-way communication (email and hotline number) to receive inquiries from local community.

References will be provided upon request.