RICHARD TROMBETTA

7 Marion Street
Dedham, MA 02026
978-266-0012
innovationiseasy@gmail.com

SUMMARY: I am a creative, values-driven person with extensive learning and development experience who gets things done. I pride myself in always putting the client at the center of all activities, operating with the highest levels of integrity and striving to constantly offer and deliver innovative solutions.

WORK EXPERIENCE

NORTHEASTERN UNIVERSITY, Boston, MA **2019 – present**

Senior Learning Partner

- Leading organizational change efforts for major projects that impact the entire university
- Designing custom training and development solutions for various teams and groups
- Facilitating sessions with individuals at the most senior levels
- Working with senior leaders to redesign Northeastern's leadership development efforts
- Redesigned the university's onboarding and new hire orientation processes
- Led over 200 custom sessions for individual groups using tools such as MBTI, DiSC, The Thomas-Kilmann Conflict indicator and StrengthsFinder
- Designed and delivered over 12 courses per year for staff and faculty

DANA-FARBER CANCER INSTITUTE, Boston, MA **2017 – 2018**

Senior Learning and Organization Development Consultant

- Served as a consultant to all levels of the organization to implement learning and development solutions that addressed business needs; focused heavily on team development and strategic planning
- Designed and delivered workshops for employees and physicians around various topics such as leadership development, conflict management, and diversity and inclusion
- Worked with physicians C-suite leaders to create and deliver custom offerings for teams across the Institute
- Established the first Learning and Development Advisory Committee to obtain feedback from key leaders across the organization to help guide the direction of our team
- Led an increase of 112% in staff participation in L&OD related events

THE INNOVATION COMPANY, LLC Acton, MA **2004 – 2017**

Founder and President

- Ran own training and consulting business that worked with clients to address pressing business needs
- Worked in a consultative role to assist clients with business issues such as strategic planning, data analysis, leadership development, and building innovative teams and inclusive work cultures
- Assigned as lead facilitator for a Fortune 100 leadership development program
- Led a project and won an award for a Fortune 100 client illustrating the financial return on investment for their leadership development program
- Authored the book "Mustard Doesn't Go on Corn! How respect, openness and a simple process for innovation can lead to great ideas." – published in 2006

FIDELITY INVESTMENTS, Marlborough, MA **2001 - 2004**

Project Manager/Account Manager – Fidelity Employer Services Group

- Worked with internal and external clients to identify and document business and technical requirements for information systems projects
- Facilitated process and change management sessions with clients to streamline day-to-day operations
- Worked to complete projects focused on product delivery via the Internet and Oracle based applications
- Led a project resulting in a savings of over $800,000 to the company

THOMSON FINANCIAL SERVICES, Boston, MA **1997 – 1999**

Performance Consultant, Thomson University

- Provided consulting services to leaders and teams across the company including facilitation of strategic planning sessions and process improvement initiatives
- Responsible for the creation and delivery of employee development courses in leadership, change management, project management, process improvement, innovation, sales, and marketing
- Took initiative to create an on-site MBA program in partnership with Boston University after identifying recruitment and retention needs of company; worked with C-level executives including CEO to implement program

GENERAL ELECTRIC, Fairfield, CT **1991 - 1997**

GE MORTGAGE CORPORATION, Raleigh, NC 1993 – 1997

Account Manager

- Facilitated customer needs analysis sessions with internal teams and external clients
- Helped market and sell an automated loan underwriting software package to mortgage lenders
- Led software integration project that increased market share at a top client from 25% to a 100%
- Implemented a Customer Productivity Program adding over $1 million in net income to bottom line

GE CORPORATE, Fairfield, CT 1991 – 1993

Sales and Marketing Manager

GE Corporate Marketing and Sales, Fairfield, CT / Irvine, CA

- Implemented a marketing strategy that increased top line sales by over $2 million
- Led four sales and marketing teams in four cities in the western United States
- Participated and helped lead GE's effort to address diversity inclusion in the Western United States
- Led a sales team that secured a contracts valued at over $4 million

National Broadcasting Company, New York, NY 1990 – 1991

NBC Page

- One of thousands chosen to participate in NBC's highly selective Page Program
- Performed various activities at the network including working on various show such as Saturday Night Live and Late Night with David Letterman

VOLUNTEER and CIVIC INVOLVEMENT; OTHER WORK EXPERIENCE

- Former Board member, Generations Incorporated (2007-2009)
- Volunteer, Christmas in the City (1997 – present)
- Researcher, The Concord Consortium (2011-2012)
- Founder, SpeakUp! Incorporated (1999 -2001)
- Visiting Lecturer, Tufts University, Medford, MA (1999)

OTHER SIGNIFICANT SKILLS AND EXPERTISE

Trained in and have administered MBTI, Strengths Finder, and Thomas Kilmann Conflict Tool (TKI)
Experience with Python, SQL, Tableau, API's and other software languages and technical tools
Proficient in Google and Microsoft applications

EDUCATION

B.S. Electrical Engineering, University of Massachusetts, Amherst, MA
M.A. Computing and Technology in Education, Columbia University
M.A. Journalism, Northeastern University
Executive Certificate in Design Based Thinking, Massachusetts Institute of Technology

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