

TOBEY L WATSON

SOCIAL RESPONSIBILITY LEADER

CONTACT

215.622.0461

Doylestown, PA

TobeyLenae@gmail.com

HIGHLIGHTED PROJECTS

Impactful Social Responsibility Accelerator

Developed a social responsibility assessment tool to guide organizations through the process of determining their current SR initiatives and assist in determining next steps in the implementation process.

Hall Strategic Partners - ISRA

Vendor Management Program:

Strategic Planning for Vendor Management Program. Developed 2023 and 2024 quarterly program strategy. Developed the process for the incorporation of ESG into the VM Program. Developed internal communications plan, user guides.

Hamilton Lane – PMO

Quarterly Vendor Scorecard:

Developed quarterly scorecards to provide a regular update and objective analysis of the most relevant and strategic measures of a vendor relationship with the 126 critical and high rated IT vendors. Prudential Financial – Vendor Governance

PROFILE

Results-oriented leader with over 20 years of experience in IT and social responsibility, specializing in customer support strategy development, implementation, and execution. Demonstrated success in leading large customer support teams, enhancing customer and organizational satisfaction, and driving significant improvements in operational efficiency. Expertise in communication, analytical thinking, and process improvement, with a robust technical background in CRM systems, knowledge databases, and resource planning tools.

Proven track record in developing and implementing comprehensive customer support strategies aligned with company goals, fostering a culture of customer and member obsession, and building high-performing teams. Adept at strategic planning, prioritizing business goals, and translating data into actionable plans in rapidly growing or changing environments.

EXPERIENCES

Principal & Program Director

Hall Strategic Partners

2021 - Present

- Lead organizational change initiatives focusing on health equity, diversity, equity, inclusion (DEI), and social responsibility.
- Develop and implement strategic goals for client organizations to achieve measurable outcomes.
- Provide expert guidance and consulting on social responsibility practices to business clients.
- Design and facilitate impactful storytelling workshops and disruptive facilitation programs.
- Create and manage the Impactful Social Responsibility Accelerator (ISRA) to integrate sustainability practices and enhance brand reputation.
- Social responsibility and sustainable sourcing initiatives.
- Design toolkits and resources to assist businesses in effectively implementing social responsibility initiatives.
- Measure and analyze the impact of social responsibility programs to ensure alignment with client objectives and goals.

Vendor Program Manager (contracted)

Hamilton Lane

2023

- Established ESG and Vendor Management Program connection to ensure responsible vendor management.
- Created change management materials to support successful project implementation.
- Development of contingency planning strategy to ensure business continuity in case of disruptions or emergencies involving vendors, minimizing potential impacts on operations.
- Performed as the functional bridge between external vendors and internal stakeholders, while managing the onboarding process for third-party entities and evaluating their risk assessments and questionnaires for new partnerships.
- Developed and documented process for managing the centralized vendor risk database, ensuring accessibility to authorized personnel.

PUBLICATIONS:

WHITEPAPERS:

Social Responsibility Leadership

Released: May, 2024

BOOKS:

The Conscientious Non-Profit

a guide to social responsibility
Published: Spring, 2024

Sustainable Sourcing

Socially Responsible Business Practices in
Vendor Program Management
Expected Publication: Fall 2024

CONTACT

Tobey L Watson

215.622.0461
Doylestown, PA
TobeyLenae@gmail.com

SOFTWARE

- Project Management Tools
 - MS Project
 - Smartsheet
 - Monday.com
- MS Office Suite (proficient)

KEY SKILLS

- Socially Responsible Business Practices
- Process Improvement
- Change Management
- Inclusive Leadership & Team Development
- Strategic Vision & Execution
- Community & Stakeholder Engagement
- Financial Stewardship & Compliance
- Health Equity & Social Responsibility Advocacy
- Public Speaking & Legislative Policy Knowledge
- Innovative Program Development
- Anti-Racist & Trauma-Informed Practices

EDUCATION

Saint Joseph's University

Masters of Science
Organizational Development & Leadership

Chestnut Hill College

Bachelors of Science
Business Communications

REFERENCES

Jim White (retired Deputy CIO)

jimwhite215@gmail.com

Karl Bortnick

J. F. Smith & Associates LLC
karl.bortnick@gmail.com

Sandra Carter (COO)

sandra.carter@phila.gov

contact numbers available upon request

IT Service Delivery Manager / Vendor Governance Lead

Prudential Financial 2019-2023

- Drove internal and third-party service review meetings covering performance, service improvements, quality, and processes, ensuring actions are taken and completed to protect and improve services.
- Actively manage, plan, prioritize, and follow up on all phases of project work and change requests. This ensures that personnel efforts are focused on business priorities and that future demand from growth and projects is understood/factored into capacity plans for all associated systems.
- Developed comprehensive metrics for measuring operational efficiency and effectiveness in conjunction with functional leaders.
- Oversaw and ensured compliance with the IT Asset Management process by managing asset delivery, collection, and reporting processes were in place and meet organizational expectations.
- Regularly scheduled audits and reviews of the compliance and business continuity process and assets to ensure compliance with mandated service levels.
- Function as SME for IT Compliance items. Manage the administration and maintenance of policies and procedures for effective compliance management for all applicable IT related rules and regulations.

Services Delivery Manager

2017-2018

SAP (contractor)

- Mobilized teams of 12-21 IT professionals while navigating dynamic and fast-paced corporate environments.
- Managed improvement budgets and resource allocation.
- Monitored performance and organizational processes.
- Built skilled technical teams by taking charge of performance management, team development, coaching, employee onboarding, and offboarding.
- Engaged with functional leaders to drive business process efficiency and develop a tactical roadmap for IT initiatives, identifying appropriate technology for implementation.
- Planned resource and infrastructure needs by effectively budgeting and overseeing all phases of life cycle management for the data center assets.

IT Director / Service Delivery Manager

City of Philadelphia (OIT and DBHIDS) 2007 - 2017

- Reduced rework and accelerated the pace of delivery by leading business review sessions and user acceptance testing (UAT). Developed the overall continuous improvement (CI) strategy for functional businesses in alignment with the City wide IT strategy.
- Implemented new process improvements that reduced member escalation resolution time by 30%.
- Led the development and training of a Customer Support Team that achieved a 95% satisfaction rating from customers and members.
- Manage and monitor third-party vendor relationships and engagements' performance.
- Collaborated with functional leaders to drive business process efficiency and develop a tactical roadmap for IT initiatives, utilizing technology appropriately to enhance business goals.
- Successfully enhanced the customer support strategy, resulting in a 20% increase in customer satisfaction scores.