

Crissy Ortiz, Ph.D.

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A proven and data-driven expert who pulls from over 20 years of experience in leading strategic cross-functional initiatives serving underrepresented groups within the organizational, academic, and medical settings. Areas of specialization include, but are not limited to:

- Employee Learning and Development (*On-boarding, Orientation, URG Development, Individualized Development, Career Mobility Development, Leadership Development, etc.*)
- Employee Retention and Engagement
- Curriculum Development and Evaluation
- Program Development and Evaluation
- Talent, Learning and Performance Management Systems
- Senior Leadership Development
- Diversity, Equity, Inclusion, and Belonging
- Curriculum Development (Academic and Organizational)
- Talent Acquisition
- Affirmative Action Planning
- Performance Management
- Organizational Development

EMPLOYMENT OVERVIEW

Charleston Southern University

January 2019- Present

The Nielsen College of Business

Assistant Professor and Diversity, Equity, Inclusion and Belonging Committee Chair

- Appointed as Diversity, Equity, Inclusion, and Belonging (DEIB) Committee Chair to partner with the strategic management team and cross-functional areas in support of improving the culture of the university for underrepresented /underutilized/marginalized groups (within faculty, staff, and student levels) to include but not limited to individuals of color, the neurodivergent population, individuals with differing abilities (disabilities), and women
 - Representation from throughout the university serves on the committee, as systems theory informs differing functions have levels of interdependence and linkages that should be intentionally considered, as the decisioning and actions of one may influence the other(s)
- Led the efforts of a formal analysis that resulted in the design, development, and implementation of an on-boarding curriculum for students (from student acquisition to graduation and beyond), entitled “Passport to Purpose” thus significantly improving the students’ overall experiences and graduation rate
- Leading the efforts of a faculty and staff on-boarding program to include strategic initiatives such as acquisition of underrepresented groups (i.e., African Americans) within faculty and staff. Components of the program include, but are not limited to, individual development plans, mentoring, performance management, learning and development, etc.
- Providing consulting to senior-management team in the areas of underrepresented groups within the student, faculty, and staff populations
- Development of in-person and virtual curriculum and facilitation of learning for various student courses, at both undergraduate and graduate levels) to include but not limited to:
 - Organizational Development
 - On-boarding (Passport to Purpose)
 - Learning and Development
 - Human Resources Law
 - Business Communications
 - Principles of Management
 - Compensation
 - Talent Acquisition and Retention

- Curriculum development pulls from data-driven in-person and virtual learning and development strategies that include case-studies, discussion forums, role-plays, etc.
- Leading the efforts of the university's Student Government Association which encourages diverse students' voices and actions within significant areas of the university
- Serving as advisor to undergraduate students

Autism Platform Project

October 2018- Present

Founder and Executive Director

The Autism Platform Project seeks to create equitable solutions that serve as a platform for individuals with autism, a subgroup of the underrepresented and untapped neurodivergent group, in achieving both sustainable and gainful employment. Consulting areas include but are not limited to senior-leadership learning and developing, on-boarding, and engagement.

Medical University of South Carolina

May 2017- June 2018

Department of Psychiatry and Behavioral Sciences

Research Program Lead (*Temporary*)

Analyzed, designed, developed, implemented, and evaluated the clinical site's program planning and recruitment efforts of the largest autism genetics study, SPARK, which sought to gain increased understanding of the condition. Functions included but were not limited to:

- Designed and launched a thriving recruitment strategy that surpassed the clinical site's goals
- Established and managed an onsite clinic to support acquisition of diverse participants
- Partnered with community members and service providers to recruit and engage participants
- Continually enhanced recruitment strategies in support of a fluid and progressive recruitment structure

South Carolina Federal Credit Union

January 2005-April 2017

Executive Director, Human Resources Development

Talent Learning and Development

(July 2015 – April 2017)

In response to a complex work environment and a diverse workforce and pulling from the demonstrable success of prior initiatives (national consulting, DEIB, and talent acquisition), I was charged with analyzing, designing, developing, implementing, and overseeing a career onboarding program that acclimated and cultivated a diverse and inclusive climate. Elements of the program that attracted, acquired, and engaged a rich population included:

- Senior Leadership and Development
- Mentoring and Coaching
- Career Mobility
- Individual Development Plans
- Employee Learning and Development
- Position-Position Development
- Career Workshops
- E-Learning

The program significantly contributed to several notable recognitions including "2016 Best Places to Work" and the distinguished ranking as the "4th Best Credit Union to Work for In the Nation".

- Served as the EEO Officer and lead advisor to the senior management team on all diversity, equity and inclusion affairs
- Responsible for advancing diversity, equity, and inclusion in recruitment, retention, and learning and development for underrepresented/underutilized groups
- Set accountability standards surrounding achievement of diversity organizational goals and objectives
- Facilitated internal studies that sought to illuminate findings surrounding diversity and career development

- Designed custom learning solutions to address organizational development needs and skill deficiencies
- Served as a coach and mentor for leaders and employees

HR Consulting, Diversity and Inclusion, and Talent Acquisition (January 2012-July 2015)

Successfully spearheaded the creation and launch of the nation's first credit union owned human resource consulting organization, which offered diversity, equity, inclusion, and belonging (DEIB), senior-management learning and development, and talent acquisition (to include on-boarding) services to credit unions throughout the country:

- Served as a strategic advisor and consultant to CEOs and senior executives (nationally) on DEIB, affirmative action planning, talent acquisition, on-boarding, and learning and development initiatives
- Supported the development, implementation, and evaluation of diversity and inclusion policies and guidelines for the National Credit Union Association's Office of Minority and Women Inclusion
- Designed and implemented an innovative management and reporting system that
 - Measured the effectiveness of diversity recruitment and employee engagement efforts
 - Managed the organization's affirmative action program (AAP) that sought to create increased acquisition, engagement, and retention for underutilized/underrepresented groups
- Led the DEIB (on-boarding) and talent acquisition teams within the recruitment lifecycle, for all positions
- Developed partnerships and affiliations with interconnected organizations, universities, and associations to gain a competitive advantage in sourcing qualified and diverse talent
- Developed and implemented virtual learning and development in the areas of DEIB, talent acquisition, and retention

Talent Acquisition and Diversity and Inclusion (January 2005-January 2012)

- Started the organization's talent acquisition department, which included the analysis, design, development implementation, and evaluation of recruiting policies, programs, and initiatives
- Led the efforts in the analysis, design, development, implementation, evaluation, and management of the organization's diversity, equity, and inclusion program
- EEO Officer and lead advisor to the senior management team on all diversity related issues and strategies
- Spearheaded the development of the organization's first employer brand, "Step Up. Stand Out."
- Implemented an applicant tracking system to improve efficiency and effectiveness of recruiting efforts

Spherion **September 2001-September 2004**
Director of Recruitment, On-boarding, and Employee Relations

- Oversaw recruitment, interviewing, assessment, selection, and orientation and on-boarding of employees from temporary to full-time client employee status
- Successful multi-unit management of 1,000+ employees at 23+ locations

Miller-Motte Technical College **January 2001-December 2004**
Adjunct Instructor

- Delivery of curricula to promote positive academic, career, and social development

Dial America Marketing **June 1999- September 2001**
Training Manager

- Analyzed, designed, developed, implemented, and evaluated learning and development programs that increased quality scores by 23%

EDUCATION

- Ph.D.** ***Human Resource Development and Leadership***
Regent University, GPA 3.89
Dissertation: *Engaging Untapped (Underrepresented) Talent*
August 2018 (Dissertation approved)
- Master of Arts** ***Human Resource Management and Management***
Webster University, GPA of 3.49, 2001
- Bachelor of Science** ***Sociology***
Charleston Southern University, 1999

COMMUNITY AND ASSOCIATION

- SHRM, Member (2007-current)
- The Carolinas League Diversity Committee, Vice Chair (2010-2017)
- Tri-County HRM, Diversity Chair (2011-2012)
- Partners and Policy Making Committee (2018- current)
- TUW Community Investment, Chair (2012-2013)

PROFESSIONAL AWARDS

- Louise Herring Diversity Award (2016)
- SCCU League Diversity Award (2013; 2011)
- Excellence in Workplace Diversity, SC Chamber (2013; 2010; 2008)
- Laura Fleming South Carolina Credit Union League Diversity Award (2013 and 2011)
- 1773 Charleston Chamber of Commerce, Finance/Insurance category for diversity (2010)
- 1773 Charleston Chamber of Commerce Diversity Award of the Year (2010)
- South Carolina Diversity Council (2010)
- Charleston Regional Business Journal 2010 Forty Under 40

PUBLICATIONS

- SPARK Consortium. (2018). SPARK: A US Cohort of 50,000 Families to Accelerate Autism Research. *Neuron*, 97(3), 488-493.
- Dissertation: Engaging Untapped Talent: Supporting Autistic Employees in Meaningful Employment (ProQuest)

References available upon request