

Selena P. Tan, BCC, SPHR

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PROFESSIONAL

Founder/Executive & Career Coach

2011-Present

O Positive Coaching & HR Services, LLC, Cambridge, MA

Individual and small group coaching for C-suite executives and senior leaders on leadership presence, critical decision-making, succession development, personal performance, and career transitioning. Client goals included:

- Self-awareness including self-assessments; communication and execution styles; building credibility; stress and triggers management; integrating work, life and values for growth and transformation
- Team/organizational engagement and productivity; founding team challenges; building talent and team development; diversity and creativity; succession development; developmental models
- Onboarding, alignment with mission, vision, and values; business strategy, development and execution
- Career re-assessment, long-term goals and continuous learning; job search preparation and strategies; avocation

Senior Career Consultant | Executive Coach

2013-Present

ClearRock, Inc., Boston, MA

Corporate executive and senior manager executive coaching and outplacement/career transitioning.

- Created ClearRock's Entrepreneurial Resource Kit for client use, and The Marketing Roadmap seminar.

Vice President, Administration

2007-2011

The Coyle Company, Waltham, MA

For ultra high-net-worth estate planning firm, headed HR/finance/IT/business operations:

- Staffing, training and development, performance management, total compensation, policies and compliance, contracts, communication, and HR operations; timely and regular employee performance reviews.
- P&L, cash flow management, budgeting and revenue projections, reporting; converted to QuickBooks Pro and simplified financial structure.
- CRM and other information systems, IT infrastructure; work processes improvement.
- Accomplishments: Multi-year strategy planning and implementation, instituted KPI during high-growth period; changed company legal structure; completed equity transfers to key employees for partnership share.

Interim Human Resources Manager

1/2007-4/2007

Oxfam America, Boston, MA

For multinational, multisite humanitarian NGO:

- Unified *Workplace Policies and Procedures* for all U.S., expatriate, and local national employees.
- Managed HR generalists, tracking projects and tasks to ensure completion.
- Advised managers and HR staff on ER and corrective action cases for unionized staff.
- Facilitated strategy goal-setting and employee feedback sessions; trained managers on legal compliance and policies.
- Assisted with compensation philosophy and FLSA communication; prepared data for salary surveys; reviewed benefits; updated HR website contents.

Manager of Faculty Assistant Program, Office of Human Resources

2004-2007

Harvard Kennedy School, Harvard University, Cambridge, MA

For graduate school, headed special project to improve faculty support and staff engagement in unionized workplace:

- Increased "highly satisfied with support received" faculty ratings from 43% to 83% by 2007.
- Improved staff hiring satisfaction, morale, and retention with: tailored job descriptions, job competencies and performance expectations, honest portrayal of work environment, focus on quality rather than speed-of-hire (interviewing faculty for requirements and involving them in finalist selection.)
- Developed and implemented new staff orientation program with integrated peer mentoring to speed up job competency within first 90 days, and also implemented consistent 90-day reviews.

- Developed faculty support resources policy including guidance on 'Manager's Role.'
- Coached faculty and consulted on talent management, employee relations, staff career management, and skills training; managed progressive discipline
- Partnered with Academic Dean to handle faculty member infractions.
- Developed and managed annual \$3M program budget.
- For Office of Human Resources:
 - Audited, streamlined, and documented major HR work processes.
 - Assessed University's HR compensation & benefits service delivery.
 - Representative for University Information Systems Integration project and preparations for union contract renegotiation.

Group Manager, New England Region

2000 to 2003

Systems Engineering and Security, Inc., Woburn, MA

For U.S. federal government IT contractor: Staffing, compensation, orientation, employee development, promotions, awards, performance management; ensured on-time delivery and high performance; assisted Program Manager with marketing and sales effort, including proposal writing.

- Turned around performance on \$4.7 million contract with federal agencies from 'threat to discontinue' to earning 5 out of 5 in average client rating by 2003.
- Aligned local HR policies and operations with HQ; recovered over \$550K in aged unpaid invoices.
- Project manager on e-business initiative at client's request.

Financial Administrator, Phillips Brooks House

2000

Harvard College, Cambridge, MA

Student Services Coordinator, Information Technology Services

1992 to 2000

Harvard Law School, Cambridge, MA

Managing Editor

1990 to 1991

Visions Magazine, Boston, MA

CERTIFICATIONS, AFFILIATIONS & EDUCATION

Board Certified Coach (BCC) via Center for Credentialing and Education since 2012

Senior Professional in Human Resources (SPHR) certified since 2006

Beta Gamma Sigma, international business school honor society member

MBA *summa cum laude*, Northeastern Graduate School of Business Administration, Boston, MA 2003

BA, Williams College, Williamstown, MA 1989

TECHNICAL & LANGUAGE

Assessments: Certified in Personal Style Indicator (PSI), Predictive Index (PI), EQ-I 2.0 & 360, PI Talent Optimization;

Experienced in Watson-Glaser Critical Thinking Appraisal, NEO PI-R, Wonderlic, Strength Finder, 360 feedbacks.

Financial/Data: QuickBooks, FileMaker, Oracle financial system, TurboTax.

Productivity/Social: Microsoft Word, Excel, PowerPoint, Outlook, SharePoint, Office 365; WordPress, HTML; MailChimp, SurveyMonkey; webinar platforms, Google Drive/Calendar/Hangout, LinkedIn, Facebook, Twitter, Hootsuite.

Basic Language Skills: Mandarin Chinese, French, and Spanish.

VOLUNTEER ACTIVITIES

Mentored startup teams at MassChallenge 2014-2018: in 2016 and 2017, four teams mentored won \$50K each (in Healthcare, Social Impact, Clean Energy) won Gold or In-Kind of \$50K each.

Speaker/Workshop Leader at: UMass Boston College of Management, MassChallenge, National Society of Hispanic MBA, National Black MBA, National Assoc. of Asian American Professionals, Asian Pacific American Institute of Congressional Studies.

Founding VP of the Board, Asian Women for Health, Inc. 2012-2015; Co-founder, Women in Cambridge; drop-in coach at Venture Café; Steering Committee member and Heart & Sole Walker for Project Bread's Walk For Hunger; Cambridge public high school tutor.