

# NADIA RODGERS

## SENIOR EXECUTIVE

Organizational Change, Digital Transformation & User Experience

📍 Washington, DC Metro

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## EDUCATION & CERTIFICATIONS

### Master of Business Administration

Indiana University - Kelley School of Business, 2016

### Bachelor of Science in Mechanical Engineering

University of Florida, 2009

### Certified Change Practitioner

Prosci, 2024

### Certified Scrum Master

Scrum Alliance, 2021

### Certified in Production and Inventory Management (CPIM)

APICS, 2011

## AWARDS

### FBI Director's Award Recipient

for Outstanding Service in Diversity & Inclusion, 2022

### FBI Exceptional Performance Award Recipient, 2019, 2021

### Office of the Directorate of National Intelligence Human Capital Award Recipient

for Advancing Employee Engagement, "HRLink" - 2018, 2020, 2021

### Gates Millennium Scholar

2005

## PROFESSIONAL PROFILE

Enthusiastic business professional with 15 years of experience leading large-scale organizational change and digital transformation in the private and public sectors. Passionate about creating intuitive, accessible, inclusive and user-centered experiences while making a positive community impact. Skilled at uniting teams around a strategic vision to influence action, creating cross-functional and collaborative partnerships, and leveraging design, technology and storytelling with data to get results. Proven track record of turning unfamiliar topics into proficiencies.

## WORK EXPERIENCE

### FEDERAL BUREAU OF INVESTIGATION (FBI)

*Active TS/SCI Clearance*

Senior Executive (SES) | Head of Talent Acquisition and Employer Brand  
Washington, DC Jan 2023 - Present

Responsible for strategic leadership and transformation of the FBI's talent acquisition function, with a strong emphasis on modernizing the applicant experience, evolving the employer brand and implementing large-scale organizational change management.

- Led a \$16M budget and a dispersed workforce of 120 employees, driving comprehensive recruitment strategies and employer marketing to attract top talent, grow pipelines, and optimize candidate experience.
- Transformed the internship program, achieving a 50% improvement in conversion rate to full-time employment through a comprehensive evaluation of the candidate and hiring manager experience.
- Overhauled the special agent hiring process, refining qualification standards, improving applicant diversity, and reducing time-to-hire through digitalization and enhanced UX approaches.
- Directed research and implementation of OCR technology and advanced analytics to streamline application review, improving efficiency and boosting consistency.
- Developed and executed an updated FBI employer brand and inclusive marketing strategy, resulting in a 53% increase in applications for the FBI's most critical positions.

Senior Manager (GS-15) | HR Analytics and Product Adoption  
Washington, DC Jun 2021 - Jan 2023

Built and led the FBI's HR analytics and user experience unit, driving data insights, UX design, and change management strategies to enhance HR technology.

- Led a multidisciplinary team of 40, including data analysts, data scientists, UX designers, UX researchers, business analysts, web developers, data architects, and front-end developers.
- Established the Insights & Experience Unit from scratch, setting a vision for user-centered digital transformation and delivering innovative HR analytics and predictive modeling.
- Leveraged design thinking principles in the 2022 redesign of FBIJobs.gov to improve applicant experience and increase special agent applicant volume and caliber.
- Led the full-scale redesign of the internal "HRLink" web portal, enhancing user accessibility and overall customer experience for over 37,000 employees, with a 25% increase in usage post-launch.
- Directed the development of 30+ enterprise analytic tools, supporting human capital decision-making with a focus on intuitively designed navigation, insights and accessibility.
- Orchestrated nationwide, in-person user adoption training for HR system enhancements, equipping over 6,000 employees with skills to leverage new tools and analytics.

Senior Consultant (GS-14) | HR Technology and People Analytics  
Washington, DC Oct 2017 - Jun 2021

Advisor to FBI Senior Executives, leveraging expertise in UX, change management, and strategic transformation.

- Designed and launched the FBI's first HR information and analytics portal, "HRLink", with an intuitive interface that streamlined HR information access for all employees.
- Led the development of the modernized HR Reports portal, enabling seamless access to 20+ new enterprise reports and supporting the transition from legacy systems.
- Directed a team of 30+, focusing on user experience and change management in delivering HR system enhancements.
- Managed IT modernization initiatives, establishing a robust framework for user review, acceptance, and adoption of new technologies, which ensured cross-functional alignment on \$225M investments to advance FBI's IT infrastructure.

## CORE COMPETENCIES

- Business Process Re-engineering
- Change Management Strategy & Execution
- Cross-Functional Collaboration
- Leadership & Coaching
- Product Adoption
- Project Management
- Storytelling with Data
- Stakeholder Engagement & Communication
- User Experience

## METHODOLOGIES

- Design Thinking
- Integrated Business Planning
- Lean Continuous Improvement Principles
- Prosci/ADKAR Change Management
- Scaled Agile
- Wireframing and Prototyping
- User Research & Testing
- Value Stream Mapping

## PROFESSIONAL AFFILIATIONS

American Production and Inventory Control Society (APICS)

Delta Sigma Theta Sorority, Inc.

National Society of Black Engineers (NSBE)

Prosci

## EATON CORPORATION

Supply Chain Manager | Aerospace  
Beltsville, MD

Jun 2017 - Oct 2017

Developed strategies and oversaw the execution of effective material planning, purchasing, receiving, shipping and inventory planning activities to limit costs and improve accuracy, customer service, and manufacturing safety.

- Successfully led a team of 35 supply chain professionals and effectively managed \$68M in gross inventory using just-in-time and procurement best practices.
- Improved on time delivery for largest customer by 10% by leveraging long-range integrated business planning and forecasting strategies.
- Directed plant-wide continuous improvement initiatives which resulted in a \$250K reduction in work in progress (WIP) inventory.
- Developed performance scorecards for key suppliers which eliminated long-lead time material shortages and improved raw material first pass yield.

Business Unit Demand Manager | Aerospace  
Beltsville, MD

Jul 2015 - Jun 2017

Provided strategic direction and management of large-scale demand planning and forecasting activities to promote short- and long-term integrated business planning. Collaborated with site specific functional leaders to collect, analyze and consolidate market intelligence, customer forecasts, and other inputs to create plant specific, rolling 18-month, demand plans.

- Led the implementation of Forecast Pro software at several plants using project management techniques. Facilitated forecast error root cause analysis.
- Directed the loading of reliable forecast orders into all plant ERP systems. Monitored forecast consumption to maintain optimal inventory levels and stable manufacturing plans.
- Developed a dynamic and user-friendly demand analytic tool to measure monthly and year-to-date performance trends. Benchmarked across multiple business units.
- Provided functional expertise/coaching to site integrated business planning (S&OP) leads.

Materials Planning Manager | Aerospace  
Glenolden, PA

Apr 2013 - Jul 2015

Oversaw the development of capacity-optimized production schedules/plans for an aerospace manufacturing plant while also building the organizational capability of three material planners responsible for over 2,500 top level assemblies. Initiated productivity, cost reduction, performance management and process optimization programs.

- Led a cross-functional team to charter, develop and implement a sustainable integrated business planning (S&OP) process site-wide.
- Recognized for being the only North American aerospace site to achieve and maintain a perfect score on the Aerospace Material Planning/ERP Scorecard.
- Reduced work in process (WIP) inventory levels by over \$50K.

Production Supervisor | Medium and Heavy Duty Truck  
Auburn, IN

Feb 2012 - Apr 2013

Directed the execution of production plans for the driven disc assembly department in a strong union (UAW) environment. Successfully balanced meeting daily on time delivery requirements, hitting utilization targets, working through manning and equipment constraints all while producing quality products and cultivating a zero safety incident environment.

- Implemented a cross training program that increased manning capacity by 35%.
- Led a continuous improvement team to implement over a dozen productivity enhancements, including an annual cost savings of \$5K through cell flow optimization.

Materials Planner | Aerospace  
Beltsville, MD

Feb 2011 - Feb 2012

Efficiently planned over 50 Gulfstream G650 Assemblies with three outside processing operations and over 400 components/subassemblies to meet customer demands. Led the chartering of a cross-functional team to implement an aerospace mandated supply chain project plant-wide.

- Developed benchmark procedures and documentation for Cycle Counting, Bill of Material/Routing Audits, Planning Parameter Integrity, Planner/Buyer Standard Work, Master Schedule/Capacity Alignment, WO Management and Supplier OTD Improvement.

Lean Manufacturing Coordinator | Aerospace  
Euclid, OH

Feb 2010 - Feb 2011

Deployed Eaton Lean Six Sigma (ELSS) standards site-wide through Value Stream Mapping, Kanban/Pull System development, 5S+ and ADKAR change management techniques.