

NANCY PENNER

ADDRESS

WorkLab, LLC
21 E. 10th St. - #11C
New York, NY 10003
(646) 732-5961
NPenner@WorkLab.com

EDUCATION

- Cert. Organizational Consultation and Executive Coaching; Institute of Psychoanalytic Training and Research, New York, NY. (2009)
- M.S. Organization Development; American University/NTL Institute of Behavioral Change, Washington, D.C. (2005)
- C.A. Chartered Accountant Certification (silver medal winner in provincial qualifying exams); Alberta Institute of Chartered Accountants, Calgary, Alberta. (1992)
- B.Com. Accounting Major (with distinction); University of Saskatchewan, Saskatoon, Saskatchewan. (1989)

EMPLOYMENT

2005 - Present Principal,
WorkLab (formerly Nautilus Consulting Group), New York, NY
Conduct on-going consulting and action research projects with clients in the for-profit and not-for-profit sectors. Representative projects include:

New York City based not-for-profit – Facilitated redesign and implementation of key business processes as part of IT system implementation team.

New York City College - Reviewed graduate school enrollment processes and administrative structures and developed recommendations to increase student yield and satisfaction with admissions process; consulted to improvement of admissions department via technology implementation, revision of business processes and refinement of office structure, roles and capability.

New York City department - Conducted system-wide assessment and recommended structural, management and process changes necessary to achieve organization mandate, improve employee morale and enhance service; facilitated implementation of recommendations.

New York City based not-for-profit - Advised Executive team on implementation of new

organization structure, facilitated formation and of cross-functional work teams tasked with critical organizational initiatives; designed annual planning and budget process within new organization structure.

- 2004-
2005 Principal,
NPA Consulting LLC, New York, NY
Consulted to clients in the for-profit and not-for-profit sectors. Representative projects include:
- Learning and Development Organization - Designed and implemented 'Learning Paths' to assist 3000+ advisory professionals in development of annual learning plans tailored to individual service focus, experience and career goals.
- Student Loan Company - Partnered with leadership to prepare for triple growth; foci included full-scope organization assessment, leadership development, organization restructuring, process redesign and transition management.
- 1999-
2004 Associate Director,
KPMG LLP, Woodcliff Lake, NJ
Provided process and team effectiveness consulting to internal clients. Representative projects include:
- Process design and performance support - Advised new team, responsible for deploying products to 4,000+ professionals around the world, in definition and development of work processes, tools and training.
- Team conflict resolution - Facilitated resolution of inter-group conflict to improve working relationships and enhance quality of interdependent work.
- Project team effectiveness - Facilitated collaborative project planning workshops for cross-functional and cross-cultural product development teams of 5 to 15 people to reduce project cycle time and improve quality of output.
- 1999 Central and Eastern European (CEE) Training Manager
KPMG Czech Republic, Prague, Czech Republic
Enhanced technical and soft skills of approximately 500 KPMG professionals across CEE: tailored global training curriculum to meet unique needs of CEE practice; led delivery team of approximately 30 expatriate managers to ensure consistent, high quality delivery; delivered training.
- 1998-
1999 Traveled in Nepal, India, Laos, Australia, US, Canada
- 1996-
1998 Manager,
KPMG Russia, St. Petersburg, Russia

Contributed to growth of newly formed office through participation in multi-cultural leadership team; office doubled in size to approximately 100 staff and become profitable during two-year period; participated in definition and implementation of growth strategy and office development initiatives; repaired working relationships with Financial Directors of US, German, Swedish and Canadian subsidiary corporations; managed project teams.

- 1995- 1996 Manager,
KPMG Canada, Calgary, Alberta
Built productive working relationships with C-level and other senior client representatives; effectively managed project teams; trained, coached and managed performance of staff.
- 1990- 1995 Audit Assistant through Audit Senior,
KPMG Canada, Calgary, Alberta
Built productive working relationships with key client representatives; collaborated with team members to ensure success of engagements; collected evidence to support client deliverables: interviewed process owners, documented processes, identified potential business risks and assessed implications; analyzed financial statements; identified internal control weaknesses and recommended improvements.

Other International Experience

- 1993 Audit Senior
Peat Marwick, Adelaide, Australia
- 1990 Audit Assistant
Peat Marwick McLintock, London, England

Teaching

- 2007- Guest Faculty
2009 Columbia Business School MBA program

PROFESSIONAL MEMBERSHIPS AND AFFILIATIONS

International Society for the Psychoanalytic Study of Organizations

North American Women's Business Association

Organization Development Network