

ALLISON DUNN

ADDRESS

Worklab, LLC
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EDUCATION

- M.A. 2005 (Industrial and Organizational Psychology) New York University.
B.A. 1998 (English) The College of William and Mary, Williamsburg, Virginia.
Cert. 2000 (Project Management) Masters Certificate, George Washington University.

EMPLOYMENT

- 2003 – Present – Principal,
Worklab (formerly Nautilus Consulting Group) New York, NY.**
Provide process and team effectiveness consulting to organizational clients. Assess and coach individuals to help them identify strengths, address development needs, and increase alignment with key stakeholders and organizational strategies; develop and execute applied research studies; develop and administer end-to-end employee recruitment and selection methodologies. Clients include global Fortune 500 companies, and public sector, and not-for-profit organizations.
- 2000 – 2002 – Senior Project Manager,
Capital One Services, Inc., Richmond, VA.**
Developed Web services to save \$18MM in costs and to generate \$30MM in profit. Led process redesign teams and user training for large scale systems integration projects; spearheaded cultural change initiative for division, specifically addressing interpersonal communication and inter-group conflict resolution; managed four associates; responsible for individual/team productivity and development. Awarded the prestigious Circle of Excellence prize for “outstanding contribution to Capital One.”
- 1999 – 2000 – Project Manager,
Capital One Services, Inc., Richmond, VA.**
Developed comprehensive marketing program for web-based customer service portal; designed and implemented end-to-end testing process for monthly production cycles. Awarded the division’s “Power of One” award for outstanding individual contribution.

1998 – Operations Manager,

1999 Capital One Services, Inc., Richmond, VA.

Managed eleven production associates; responsible for team/individual production, quality, and development. Designed and implemented department-wide incentive programs; managed relationships and service level agreements with internal clients and stakeholders.

1996 – Associate, The Optimal Service Group,

1998 Wheat First Union (now Wachovia Securities, Inc.), Williamsburg, VA.

Developed and implemented relationship management strategy for high net worth clients; designed and conducted financial planning training seminars for NASA/Langley and other corporate clients; recruited, hired, trained, and managed five branch interns.

PUBLICATIONS

“What Other Companies Can Learn from Citigroup’s Succession Saga.” Dattner, B. & Faucette, A. ***American Banker***. March 21, 2003. p.6.

PROFESSIONAL MEMBERSHIPS AND AFFILIATIONS

Board Member, Organization Development Network of Greater New York

New York Metro Association of Applied Psychology

Society of Industrial and Organizational Psychology