

# AMANDA H. VICTORIA-LEE

## ADDRESS

---

WorkLab, LLC  
21 E. 10<sup>th</sup> St., #11C  
New York, NY 10003  
AHL409@NYU.EDU

## EDUCATION

---

- M.A. 2019 (Industrial and Organizational Psychology), New York University, Graduate School of Arts and Sciences. Pro-bono clients: Valerie Wilson Travel Agency, New York Health + Hospitals, Valley Transportation Authority, New York Police Department.
- Cert. 2017 (Strategic Global Organizational Leadership), Colorado State University, Global
- B.A. 2014 (Psychology, concentration in Neuroscience), San Jose State University, College of Social Sciences
- Cert. 2012 (Computer Business Applications), Santa Clara County Occupational Program

## EXPERIENCE

---

WorkLab | AVL Consulting, New York, NY  
Consultant, 2019 to Present

Consulting practice focuses on major areas: Organizational Development, Systems Evaluation and Design, Human Capital.

Retensa Employee Retention Strategies, New York, NY  
Talent Management Associate, 2018 to 2018

Client experience in the private sector, industries to include Manufacturing, Professional Business Services, Urban Development, Tax and Accounting. Responsibilities included instructional training design, assessment delivery (exit interviews, 360s), and qualitative coding to develop predictive talent management metrics across the Emergent Employee Lifecycle.

Psynergy Programs, San Francisco Bay Area, CA

### Client Development Specialist, 2015 to 2017

Client experience in the Public Sector and Private Sector, in particular the industries of Health Care and Social Assistance. Partnered with state and federal government including the Office of the Public Guardian, Social Security Administration, and Department of Health Care Services. Responsible for ongoing assessment and selection processes for 3 locations, to include client coaching and development. Key accomplishments included systems design for client selection including data integration to Harmony EMR Software, instructional design of 15 distinct trainings for client delivery and 1 for internal delivery, to include succession plan.

### Pacific Child and Family Associates, San Francisco Bay Area, CA

#### Direct Service Provider, 2014 to 2015

Managed a 10-client caseload in the Private Sector, specifically the Health Care and Social Assistance industry. Responsibilities included administration of Applied Behavior Analysis techniques to establish baseline metrics and track client development. Coached clients on behavioral learning and development, resulting in improved outcomes in 100% of cases.

### BookSmart Enterprises, San Francisco Bay Area, CA

#### Associate, 2011 to 2013 | Assistant Manager, 2013 to 2015

Responsible for training and inventory management function. Onboarded staff to include workflow, software operations, and client service training. Dual function as event manager, having planned and executed all in-store events for marketing and community development purposes.

### Club Z Learning and Development, San Francisco Bay Area, CA

#### Educational Consultant, 2014 to 2014

Client experience in the Private Sector, Health and Education industry. Oversaw an 8-client caseload to include administration of assessments to establish baseline metrics and creation of learning and development plans. Instructed and coached clients to improve learning and development outcomes, resulting in increased outcomes within 6 months.

### Extreme Academy & Learning Center, San Francisco Bay Area, CA

#### Educational Consultant, 2013 to 2013

## LEADERSHIP AND COMMUNITY

---

Founder, Washington Square Management Consulting, New York, NY: 2018 to Present

President, NYU Organizational Development Association, New York, NY: 2018 to 2019

Affiliate, Academy of Management: 2018 to Present

Affiliate, Society for Industrial and Organizational Psychology: 2017 to Present

Volunteer, Pacific Hills Manor, Morgan Hill, CA: 2011 to 2012

Volunteer, Hillview Convalescent Hospital, Morgan Hill, CA: 2011 to 2012