

Ashley Ridgeway-Washington, J.D., M.H.R., SPHR, SHRM-CP *(she/her)*

270.816.2815 |

amridgewayesq@gmail.com |

Dallas- Fort Worth Metroplex

PROFESSIONAL SUMMARY

I am a highly motivated human resource executive with extensive experience leading successful strategic human resources initiatives in corporate and operational environments as measured by positive employee relations, improved retention, critical talent development, and an enhanced sense of culture and engagement. My experience combines a unique blend of legal acuity, business acumen, and human resources expertise. I provide a wide range of HR management, support, and leadership experience to effectively guide leaders through human capital challenges within complex and dynamic organizations. I am a trusted strategic partner to the C-Suite on human resources strategy, talent management, workforce planning, employee relations, engagement, and highly sensitive issues. I am adept at driving innovative and fiscally responsive learning development strategies, championing change management, and measuring learning strategy effectiveness. I am committed to advancing diversity and inclusion as a business imperative. I have demonstrated the ability to build relationships and take on leadership roles at all organizational levels.

CORE QUALIFICATIONS

- Solution-Oriented
- Development of scalable HR solutions
- HR & Regulatory Compliance
- Strategic Partnerships/ M&A
- Innovative Employee Engagement Programs
- Executive Coaching
- Continuous Process Improvement
- Customer and Stakeholder Development
- Team Development (Engagement and Culture)
- Talent Development (Training and Learning Design)
- Diversity, Equity, and Inclusion cultural integration
- HR Transformation

PROFESSIONAL EXPERIENCE

AJAI HUMAN CAPITAL SOLUTIONS

Founder, CEO, and Principal Consultant

Consultant | HR Strategist | Keynote | Trainer | Executive Coach - July 2017 – Present

Executive-level HR Consultant and Human Capital Strategist delivering best-in-class leadership, training, and consulting expertise, with a personal mission to position organizations to grow and scale tactical and strategic People and Culture solutions. Specialize in scalable people and culture solutions for start-ups, Diversity, Equity, and Inclusion transformation, and HR Strategy acceleration for organizations experiencing rapid.

Routinely partners with C-Suite to solve complex workforce challenges utilizing effective change management initiatives and implementation of training programs to maximize workplace efficiency and productivity. Executive coach and corporate accountability partner. Contracted to provide executive coaching through Valence Bonds Community Program.

Signature Offerings

- *Best Practice in a Box* Product line (comprehensive out-of-the-box people and culture solution for small and scaling businesses)
- *Brunch and Brilliance* – Empowerment brunch and vision boarding experience
- *Diversity Equity and Inclusion as a Competitive Advantage Training Series*
- *COVID-19 Vaccine Mandate Training Series* and Toolkit

**Experience designated with an asterisk was performed as consultancy work through AJAI HC*

*BONDS – VALENCE COMMUNITY

Engagement as Principal – AJAI Human Capital Solutions

Executive Coach – August 2021 – Present

Connect with me: <https://linktr.ee/lamAshleyRidgeway>

Engaged in a renewable 12-month engagement to offer 1:1 and group coaching and deliver virtual webinars on various leadership topics to the Valence Bonds leadership academy participants. Services are rendered on a part-time basis.

***AGILE SOURCING PARTNERS, INC.**

Engagement as Principal – AJAI Human Capital Solutions

Interim Chief People Officer – December 2021 – March 2022

Responsible for developing and executing a full-cycle human resource and culture strategy supporting the organization's overall business plan and strategic direction. Oversight and strategic leadership in talent acquisition, employee engagement, succession planning, talent management, change management, organizational and performance management, training and development, and compensation. Routinely provide strategic leadership by articulating HR needs and plans to the executive management team, shareholders, and the board of directors. Serving as a trusted strategic partner to the C-Suite on highly sensitive employment matters and workforce strategies. Charged with developing diversity, Equity, and inclusion employee strategies to foster an inclusive and equitable work environment.

***OMNIGO SOFTWARE – A RIVERSIDE COMPANY**

Engagement as Principal – AJAI Human Capital Solutions

Interim Head Of People – August 2021 – November 2021

Engaged to conduct Human Capital needs assessment focusing on HR compliance, Associate Engagement, and Talent Retention and development in domestic and Canadian workforce. The scope of the engagement was extended to serve as interim Chief People Officer upon the departure of the incumbent. Led national search for the replacement of key Human Resources talent (People leader and Recruiter). Developed HR compliance, Associate Engagement, and Talent and Retention action plan for implementation, which included but was not limited to: creating a digital employee handbook, redesigning employee onboarding and first- 90-day experience, establishing severance plan, confidentiality agreement, and non-solicitation agreement, middle manager training, and an Associate engagement action plan.

***AMERICAN CLOUD VIRTUAL TECHNOLOGIES, INC.**

Interim Head of People and Culture Strategy - June 2021 – July 2021

Developed Human Capital infrastructure for SPAC (AVCT Nasdaq). Conducted comprehensive human resources need assessment for parent and five subsidiary organizations for the global workforce (USA, Canada, Israel, Turkey, UAE, and Mexico). Developed an international digital HR handbook and launched the first employee engagement survey and semi-annual performance review process. Conducted compensation analysis codifying organizational pay philosophy, job grades, and market-based pay ranges. Established an enterprise-wide onboarding, offboarding, and talent acquisition program. Conducted vendor management audits to determine how to leverage existing services and isolate technology gaps fully. Engaged ADP, Concur, Lexis Nexis, Mercer, and Aon Hewitt to vet and begin feasibility analysis to find appropriate technological and external solutions to invite to RFP. Delivered a 100-day plan and strategic HR roadmap for consideration to C-Suite with relevant KPIs and benchmarks. Engaged in executive rounding to develop trust and build rapport with leaders. Conducted talent assessment within the Human Resources organization to determine talent gaps and worked with the team to create development plans aligned with organizational strategies and benchmarks.

CHRISTUS HEALTH

VP of Human Resources - June 2014 – June 2021

Led Human Resources Strategy for Corporate services, post-acute division, Northeast Texas acute, and non-acute divisions. Collaborate closely with leaders to align HR strategy with business strategies to achieve organizational goals. Act as a culture steward for the organization. Lead enterprise-wide HR Strategy Initiatives within 45,000 Associate / 6B international health systems. Oversight of HR Business Partner department which led HR Strategy initiatives for 13,000+ Associates in multiple geographic locales/ regions. Responsible for strategy and leading the successful execution of HR-related processes, policies, practices, change initiatives, and outcomes to maximize CHRISTUS

Health's short and long-term business goals. Lead Associate Engagement efforts with enterprise-wide impact. Routinely leveraged data to make strategic decisions based on predictive analytics, trends, and emerging variances. Developed and lead innovative leadership development and training strategies. I lead M&A activities from due diligence through post-integration. Developed CME, HRCI, and SHRM certified continuing education training. Routinely act in a consultative role to assist leaders with aligning and integrating HR strategy into large-scale strategic projects.

Key Accomplishments

- COVID-19 Lead HR Strategist – Enterprise People Solutions
- Led the design and execution of an enterprise-wide employee engagement survey redesign project. The redesign strategy incorporated adding robust pulse surveys, deploying a responsive action planning strategy, and implementing a leader accountability program that resulted in an 11% annualized reduction in voluntary turnover and a 30% increase in overall employee engagement for the corporate office.
- Served as the founding (and standing) executive sponsor of the *Engaged Leaders* mentorship program, *Leader Foundations* acceleration program, *HR Breakfast Club*, *L.E.A.P Leadership and Emerging Leaders Conference*, *DEI book club*, *Peer Preceptor program*, *35 under 35 Emerging Leaders program*, and *CHRISTUS Health Excellence in Diversity Award* program.
- Served as a standing member of the Health Equity and Diversity and Inclusion Taskforce. Served as the primary stakeholder for DEI and Human Resource collaboration and program implementation initiatives. Corporate designee to hold a seat on the National Healthcare Diversity Council Board of Directors.
- Served as the founding executive sponsor for CHRISTUS Days of Service, a "paid time to volunteer" program.
- Developed and led an innovative learning development strategy, including continuing education-approved training modules. Serve as a key stakeholder in Talent Management strategy initiatives (LMS selection and implementation, succession planning, performance management, etc.)

HOOP SHOTS, LLC. – HOOP SHOTS 4 KIDS (Entrepreneurial) Founder and CEO – March 2016 - Present

Full-service basketball instruction and character development program serving children ages 2 to 10. Ancillary service providing families with USA basketball youth development curriculum in North Texas childcare facilities.

THE UNIVERSITY OF TEXAS AT ARLINGTON

Adjunct Faculty, School of Business - Human Resource Strategy & Mgmt. July 2017 – July 2019

Under the academic chair's direction, worked to develop and manage syllabi materials, facilitate class instruction using differentiated instruction methodologies, and evaluate student performance based on course deliverables and critical course objectives. Engaged students by providing pathways to experiential learning and real-world application. Ensured that course content aligned with key course objectives and was appropriate, based on course design.

THE ACCESSIBILITY SOLUTIONS COMPANY (Entrepreneurial PT Consulting) Talent Management/ HR Compliance Consultant, July 2010 – December 2017

Routinely engaged in employing educational strategy and design to deliver talent management solutions for organizations seeking to develop and retain top talent. Conducted needs assessments, designed and facilitated core training initiatives with expertise in ADA compliance, diversity, inclusion, ethics, and EEO compliance. In addition to core areas, I delivered training programs focused on various topics, including product knowledge, company philosophy, professional branding, and customer service.

THE LAW OFFICES OF ASHLEY M. RIDGEWAY-WASHINGTON (Entrepreneurial) Founding Attorney, August 2012 – December 2019

Led a full-service law practice focusing on business organization, document preparation solutions, HR compliance, and best practices for small and developing businesses. Conceptualized and implemented all aspects of business development and law firm management. Routinely engaged in networking, business development, and continuing legal education to further develop an established clientele and increase productivity and revenue.

GRAMBLING STATE UNIVERSITY

HR Compliance/ Internal Auditor, August 2010 - July 2012

Routinely handled strictly confidential documents and conducted audits/ investigations into sensitive issues. Drafted substantive audit reports and provided recommendations for corrective action, best practices, and legal compliance to executive administration. Conducted legal research to interpret, advise, and ensure adherence to state, federal, and local employment laws, including but not limited to FLSA, FMLA, ADA, Workers' Compensation, Title VII, and ADEA. Conducted interviews and investigations regarding employee grievances and misconduct. Managed EEOC complaints from the initial grievance phase until the pre-litigation phase. Led policy and procedure standardization efforts in mission-critical areas.

GARY, WILLIAMS, PARENTI, WATSON & GARY, PLLC

Associate, August 2009 - July 2010

Law Clerk, May 2007- August 2009

Practice areas: Labor and employment, commercial litigation, defamation

EDUCATION & CERTIFICATIONS

MASTER HUMAN RESOURCES MANAGEMENT

Rollins College—Winter Park, FL

JURIS DOCTOR

Florida A & M University, College of Law-- Orlando, FL

BACHELOR OF SCIENCE- AGRICULTURAL BUSINESS

Florida A & M University--Tallahassee, FL

PROFESSIONAL CERTIFICATIONS / AFFILIATIONS

- Graduate, Coach University Executive Coaching Certification Course (pursuing Assoc. Certified Coach designation)
- SPHR Certification - HRCI
- SHRM CP - SHRM
- Member, Society for Human Resource Management (SHRM)/ Dallas SHRM
- Member, Florida Bar (active; authorized to Practice)

PRESENTATIONS, PROFESSIONAL CONFERENCES, SPEAKING ENGAGEMENTS

- **ABA Emerging Issues in Healthcare Law Conference** (May 2022)
Topic: Managing Expectations on DE&I Values with Medical Staff
- **New Jersey Banker's Association** (May 2021)
Topic: Diversity, Equity, and Inclusion as a Competitive Advantage
- **Healthcare HR 360 Worldwide Business Research** – (May 2021; April 2021; March 2021)
Topics: Recovery and Reactivation; Racial Equity in the Workplace; Employee Resilience and Wellness
- **National Employment Law Council National Conference** – (May 2021)
Topic: Partnership Between HR Professionals and L&E Counsel Panel
- **National Healthcare Diversity Council Webinar Series** – (July 2021)
Topics: *Managing Your Workforce Through Crisis; How to Empower Culturally Competent Care*
- **HR Southwest Conference** – (October 2019)
Topic: *Professional Brand/ Managing Leaders through Brand Blunders*
- **ASHHRA - American Society for Healthcare Human Resources Administration 53rd Annual Conference** (Sept. 2018)
Topic: *Trouble at the Top – Demonstrating HR's value add post #Metoo*

**This above list is not exhaustive. Additional references are available upon request.*

CIVIC INVOLVEMENT

- Volunteer, Board Member – National Healthcare Diversity Council
- Teen Mentor- Ethos Program
- Member, Dallas Ft. Worth Urban League Young Professional (*Executive Board – Parliamentarian 2018 – 2020*)
- Member, N. Dallas Suburban Chapter - Delta Sigma Theta Sorority, Incorporated