



# Devta Kidd

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 <https://devta-kidd.com>

## **PROFESSIONAL SUMMARY**

I am a skilled Organization Effectiveness Director with 10+ years experience fostering organizational transformation and driving impactful change. Recognized for founding the City of Bloomington's first Innovation Program based on Lean process improvement, human-centered design, and change management, I am known for getting results using a collaborative approach that engages and empowers leaders and their teams.

My broad experience in nearly every aspect of Organization Effectiveness sets me apart from my colleagues as I am equally comfortable working within existing programs or creating them from the ground up.

## **EXPERIENCE**

### **Director of Innovation**

*City of Bloomington, Bloomington, IN - 1/2019-12/2023*

- Newly-created role established in 2017. Established Innovation Program focused on improving current processes; creating and nurturing innovation culture; and preparing city for future challenges.
- Enabled multiple employee-led improvement projects and practice of standard work development and continuous improvement through training multiple departments in 5S and process mapping.
- Saved city \$400k annually by leading 9-department cross-functional team to transform long-standing city service using human-centered design. Directed project and change management. Led research, communications plan, prototyping, and piloting with 493 households.

### **Adjunct Lecturer, O'Neill School of Public and Environmental Affairs**

*Indiana University, Bloomington IN - 3/2020 – 1/2022*

- Developed high emotional intelligence in future leaders by facilitating Franklin Covey coursework (unconscious bias, time management, giving/receiving feedback, empathy, problem-solving, coaching).
- High feedback scores from both students and Faculty Program Director in both semesters.

### **Managing Director, GroupMind Collaborative Platform**

*Monarch Media, Inc., Hybrid Santa Cruz, CA / Bloomington, IN - 8/2017-12/2018*

- Retained existing users by acclimating them to upgrades through product roadmap and change management plan.
- Established and grew learning community that onboarded, trained, and supported new users.
- Managed team of 5 developers to resolve bug fixes and complete product roadmap milestones.

### **Transformation Deployment Leader, Emergency Department**

*IU Health, Bloomington, IN - 4/2016-8/2017*

- Identified areas with highest potential for positive impact to patients using value stream analysis.
- Reduced patient average length of stay, reduced patient volume leaving before being seen by physician, increased staff engagement, and improved patient satisfaction scores by facilitating 8x kaizen events.
- Improved communication between shifts using structured huddles and managing for daily improvement boards.
- Ensured patient rooms were properly organized and adequately stocked by leading 5S events.
- Nurtured a culture of continuous improvement by coaching action teams in plan-do-check-act cycle.
- Directed end-to-end change management support on all projects through sustainment tracking.
- Identified service bottlenecks and modified proposed department layout in new facility through first ever interactive "paper doll" exercise.

## **Sr. Organization Effectiveness Consultant**

*IU Health, Bloomington, IN - 10/2014-4/2016*

- Significantly improved overall employee engagement scores by re-designing and deploying employee-led state-wide program to engage employees in responding to annual employee engagement survey results. Developed train-the-trainer training, facilitator training, and associated change management plan. New program impacted over 10,000 employees.
- Improved employee engagement scores in the South Central Region by deploying new state-wide program impacting nearly 1,000 employees.
- Trained two cohorts of 12 leaders in Change Management for Emerging Leaders' program.
- Improved performance of new leaders and their teams through High Performing Leader and High Performing Team coaching.

## **Director, Operational Excellence**

*Monarch Media, Inc., Hybrid Santa Cruz, CA / Bloomington, IN - 10/2009-10/2014*

- Led end-to-end HR program redesign spanning IT employee lifecycle including onboarding, continual learning, and crowd-sourced peer evaluation. Aligned company policies and processes with cultural values and ability of US-based and India-based organizations to meet next-level needs.
- Overhauled employee manual to match content of new programs and tone of culture.
- Began working at Monarch Media in 1999 as a programmer. Was promoted to project manager within the first year. Was promoted to Account Manager overseeing project managers the following year and remained in that role for eight years before being promoted to Director, Operational Excellence.

## **EDUCATION**

**Case Western Reserve University**, Weatherhead School of Management, Cleveland, Ohio - 8/2010-5/2012

- Master of Science, Positive Organization Development and Change (MPOD) 3.92/4 GPA

**University of Tennessee**, Knoxville, Tennessee - 8/1989-5/1993

- Bachelor of Arts, Russian Language and Culture 3.69/4 GPA (Cum Laude)

## **HONORS/AWARDS**

- Bloomberg Philanthropies' Innovator of the Week - 9/2021  
<https://bloombergcities.jhu.edu/news/using-innovation-give-residents-full-agency>

## **TRAINING & CERTIFICATIONS**

- Prosci Change Management Practitioner - Issued by Prosci - 2/2024
- Innovation Training - Issued by Bloomberg Center for Public Innovation at Johns Hopkins University - 2/2023
- Diversity, Equity, and Inclusion Training (year-long) - Issued by Center for Equity and Inclusion - 9/2022
- Visual Analytics - Issued by Indiana University - 5/2019
- Lean Continuous Improvement Processes - Silver Level - Issued by Simpler Business Systems (An IBM Company) for IU Health - 11/2016
- Developing Leadership for Emotional Intelligence - 5/2012

## **PUBLICATIONS, PRESENTATIONS, REFERENCES**

See portfolio site at: <https://devta-kidd.com>