


# PHIL ISETT, MSOL

 (814) 506-6456

 [Phil@P-ISETT.com](mailto:Phil@P-ISETT.com)

 [www.Linkedin.com/in/P-Isett/](http://www.Linkedin.com/in/P-Isett/)

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## EDUCATION



### GENEVA COLLEGE

Beaver Falls, PA

#### Master of Science, Organizational Leadership (MSOL)

GPA: 4.0

#### Bachelor of Science, Business Administration (BSBA)

Bachelor of Arts, Economics (BA)  
*Summa Cum Laude* | GPA: 3.98

## CERTIFICATION



### PROSCI®, INC.

#### Change Management Practitioner

Prosci® Methodologies and Tools  
2017 | Warrenton, VA

## BACKGROUND

- Led enterprise-level **program and process development initiatives for Fortune 500 companies.**
- Facilitated **strategic-planning workshops** for profit and non-profit organizations.
- Conducted **organizational culture assessments.**
- Developed **personnel-preparation campaigns.**
- Provided **leadership in a broad-spectrum of workplace environments**, varying in size, structure, culture, and fiscal health.
- Aligned departments and cultivated teams, both **onsite and remotely.**

## SUMMARY

### **Organizational Development Partner and Facilitator**

Extensive and successful Fortune-500 experience in facilitating *change management; process diagnosis & improvement; and personnel engagement.* Designs and delivers tailored solutions that address organizational goals, cultural development, and team performance.

## PROFESSIONAL EXPERIENCE

### **VICE PRESIDENT, ORGANIZATIONAL CHANGE MANAGER**

2021 – Current

#### **Fulton Bank**

Corporate | Office of Change Management

Leads Fulton Bank's *Office of Change Management (OCM).* Consults and collaborates with the organization's Business Lines and Shared Services to create and deliver change solutions that support their business strategies. Promotes a high-performing change management culture through the development and implementation of change management plans, learning programs, methodologies, and tools.

#### **Primary Responsibilities:**

- Produces change management strategies and tactics to mitigate employee concerns, maximize engagement, and accelerate adoption
- Assesses organizational risk and change readiness
- Works closely with critical employee-support areas: HR Business Partnerships, Corporate Communications, and Fulton Bank's Center for Learning & Talent Development

### **SENIOR CHANGE MANAGEMENT PARTNER**

2018 – 2021

#### **Fulton Bank**

Corporate | Office of Change Management

As a member of the *Office of Change Management (OCM),* consulted and collaborated with company stakeholders in the development of change management and change leadership initiatives, ensuring the organization maintained high-performance results during times of change.

#### **Notable Accomplishments:**

- Led several Transition Teams for the implementation of new systems, including Fulton Mortgage Company's new loan origination system and the organization's workforce time management platform
- Redesigned the OCM's suite of change management tools and intranet site

## PROFICIENCIES

- Process Assessment and Development
- Initiative Implementation Management
- Cross-Functional Team Facilitation
- Change Branding and Message Framing
- Employee Engagement
- Presentation Design & Delivery

## DEVELOPMENT

### EXECUTIVE LEADERSHIP PROGRAM

George Mason University | 2011  
Fairfax, VA

### LEADERSHIP MENTORING PROGRAM

Time Warner Cable | 2011  
Herndon, VA

## RECOGNITION



### DRAGON AWARD

*for Outsourcing Transition Project*  
Time Warner Cable | 2008  
Herndon, VA



### NATIONAL FINALIST AWARDS

*for Film & Video Production*  
The Telly Awards | 1997, 1999  
New York, NY



### PRESIDENT AND DISTINGUISHED MEMBER AWARDS

Kiwanis Club | 1996  
Huntingdon, PA



### W.A. BLISS ECONOMICS PRIZE

Geneva College  
Beaver Falls, PA



### THE WALL STREET JOURNAL STUDENT ACHIEVEMENT AWARD

Geneva College  
Beaver Falls, PA

## PROFESSIONAL EXPERIENCE *(Continued)*

### DIRECTOR, CARE PROCESS & IMPLEMENTATION

2013 – 2017

#### Charter Communications

*(formerly Time Warner Cable until May 2016)*

Corporate | Shared Services Operational Readiness

Provided **(1)** customer-support model analysis, definition, planning, and execution for new products, services, and operating procedures, **(2)** supported process efficiency assessment and policy standardization, and **(3)** deployed call-center impacting projects and process improvements. Built strong partnerships with *Product Management, Learning & Development, Call Center Technology, Interactive Care, and Customer Care Operations.*

#### Notable Accomplishments:

- **Pricing & Packaging Transition (2016-17):** Supported Charter's pricing and packaging structure roll-out to merger-acquired customers from Bright House Networks and Time Warner Cable. Within ten months, 43% of customers in these footprints were on new plans.
- **Customer 360° Suite:** Facilitated conceptual design, presentation, and overall program execution for deploying a collection of internally-developed desktop applications for customer support.
- **National Credit & Adjustment Policy and Code Standardization (2014-16):** Led cross-functional team to standardize company's Residential Customer Care Credit Adjustment Policy. Emphasis placed on real-time customer issue resolution, limits, and coding standards. *Realized 15.9% decline in YOY adjustment dollars.*

### DIRECTOR, CARE STRATEGY & IMPLEMENTATION

2010 – 2013

#### Time Warner Cable

Corporate | Enterprise Customer Care

Directed corporate team responsible for Residential Customer Care Support Strategy development, deployment, and communications. Activities included **(1)** customer-support model planning, **(2)** knowledge content and platform management, **(3)** desktop applications development, and **(4)** tools adoption. Led staff of twelve (12) employees.

## AFFILIATIONS

**J.C. BLAIR MEMORIAL HOSPITAL**  
Foundation Board, Trustee Board  
Huntingdon, PA

**DuBOIS BUSINESS COLLEGE**  
Advisory Board  
Huntingdon, PA

**HUNTINGDON COUNTY BUSINESS  
& INDUSTRY**  
Marketing Committee  
Huntingdon, PA

**HUNTINGDON REVITALIZATION &  
DEVELOPMENT, INC.**  
Strategic Planning Committee  
Huntingdon, PA

**KIWANIS CLUB OF HUNTINGDON**  
President, Board Member  
Huntingdon, PA

## VOLUNTEERISM

**AWANA YOUTH CLUBS**  
Huntingdon C&MA Church  
Program Support Coordinator | 2017-18  
Co-Commander, Instructor | 2016-17  
Support Staff | 2015-16  
Huntingdon, PA

## PROFESSIONAL EXPERIENCE *(Continued)*

### Notable Accomplishments:

- **Employee Engagement:** Developed tactics to foster greater communication between Enterprise Customer Care's three campuses in Buffalo, NY; Charlotte, NC; and Herndon, VA. Designed "**Plugged In**" Newsletter.
- **Digital Conversion Pilot:** Designed and implemented a customer-support model for the Digital Conversion Initiative (DCI) Pilot, serving as the blueprint for subsequent migrations. 90k+ pilot customers moved to digital services.

### DIRECTOR, OPERATIONS SUPPORT

2007 – 2010

#### Time Warner Cable

Corporate | Residential Customer Care Support Delivery

Provided infrastructure support to Enterprise Customer Care's residential customer operations. Areas of concentration included **(1)** project/process management, **(2)** accounting, **(3)** business measurements, and **(4)** call center telecom & technology. Led staff of twenty (20) employees.

### Notable Accomplishment:

- **National Help Desk (NHD) Transition Plan:** Over a three-month period, provided implementation support to migrate outsourced NHD call volume from U.S. and Canadian-based operations to offshore locations. \$7M in savings were realized that same year.

### DIRECTOR, PROCESS IMPROVEMENT

2005 – 2006

#### Adelphia Communications

Corporate | Residential Customer Care


Supported the company's customer satisfaction and performance-improvement strategies and processes. Assessed and addressed performance gaps in four key areas – **(1)** internal communications, **(2)** personnel utilization, **(3)** customer responsiveness, and **(4)** operational efficiency. Led staff of twenty-eight (28) employees.

### Notable Accomplishment:

- **Policy Standardization:** Assisted in the deployment of *sixteen (16) national policies and procedures*, standardizing expectations for work-order/payment entry, site-survey processing, credit adjustments, and promotion eligibility.

## CONTACT

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## PROFESSIONAL EXPERIENCE *(Continued)*

### INTERIM DIRECTOR, CUSTOMER CARE

2004 – 2005

#### Adelphia Communications

Northeast Region

Reviewed the root causes of process breakdowns, communication deficiencies, and unsatisfactory customer interactions. Subsequently, determined and executed strategies to address negative performance drivers.

#### Notable Accomplishments:

- **Northeast Region Standardization Project:** Implemented key customer-support procedures. Developed the “*Are You Ready?*” deployment campaign, which included designing the training materials around this theme.
- **Northeast Region Customer Assistance Office (NERCAO):** Established a centralized, regional support structure to address escalated customer issues in a timely manner.

### GENERAL MANAGER

2002 – 2004

#### Adelphia Communications

Western PA Area | Blairsville System

Managed a tri-county cable operation with 37k customers and a \$25M annual operating budget. Supported fiscal, technical, customer service, human resources, and marketing functions. Led staff of fifty-three (53) employees.

#### Notable Accomplishments:

- **Northeast Region's PowerPoint\$ Incentive Program:** Developed a \$260k initiative to encourage and recognize superior sales and customer retention performance. Over a ten-week period, 3,000 sales/service upgrades were realized, and 3,300 subscribers were retained.
- **Western Pennsylvania Area Task Force:** Chaired a forum for area field operations, marketing, and affiliated call centers to discuss, debate, and act upon initiatives that would deliver exceptional customer care, maximize revenue, and improve operational efficiency.