

# Harriett J. Pritchett, M.Ed., CPLP

[hjpritchett@gmail.com](mailto:hjpritchett@gmail.com) • 713.808.5484

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## SUMMARY OF QUALIFICATIONS

- 15 years experience with planning, designing and delivering change management, learning & development strategy and solutions
- Extensive experience with design, development and delivery of instructor led and web based training, as well as planning and developing internal communication materials

## PROFESSIONAL EXPERIENCE

### **HumanTech, (Contract) Change Management Consultant (1/2020 – Present)**

- Partner with program leadership and business stakeholders to incorporate change strategy and plans into agile project planning, roadmaps, and deliverables
- Plan, design and facilitate stakeholder workshops and team engagement sessions Support the design, development and management of OCM Communication Plan and communication roll-out schedule.
- Partner with Agile Leads to adapt Agile methodologies to OCM-related project activities. Create imagery and graphics, user guides, job aids and user training materials for OCM projects (alone or in partnership with the Graphics Department).
- Develop change management plans as well as recommend strategies, resources and tools for digital skills competency development.
- Partner with Global Data Executives & Managers to develop change strategies and tactics to launch and sustain Data & Analytics COE

### **Aggreko, LLC. Learning Solutions Manager (2/2020 – 1/2020)**

- Developed strategy and standards for center of excellence learning solutions. Responsibilities include design and development of sales and professional skills learning programs and bespoke learning experiences.
- Managed instructional design projects, including project plans, vendor management, financial management and communication plan.
- Recommended non-training and training solutions including development of new programs, activities and resources.
- Maintained and develops course templates, standards, and procedures to ensure quality and consistency across educational materials.

### **Aggreko, LLC. Content Design Lead (1/2017 – 2/2020)**

- Supervised a team of five instructional designers responsible for delivering global learning solutions for 7,500+ employees across sales, technical and non-technical employee groups.
- Provided oversight and project management for the life cycle of course development, including analyzing training needs for power generation, hvac, and compressed air equipment training curriculum. Supported cross-department communication efforts and coordination with system administration teams to publish materials via an online Learning Management System.
- Served as primary point of contact for business management, sales training, product line training curriculum, and new safety initiatives that required training support. Continuously monitored effectiveness of training and solicited feedback for continuous improvements.

**Aggreko, LLC. *Instructional Design Specialist* (10/2012 – 1/2017)**

- Researched, compiled and organized content for courses covering the basics of temporary power generation and HVAC equipment, for use in applications across oil and gas, petrochemical refining, building maintenance, construction, and entertainment sectors.
- Utilized instructional design and project management methodology to plan, develop and deliver learning solutions targeted to sales, technical and non-technical employees in the industrial and commercial equipment rental industry.
- Collaborated with technical experts, sales and marketing managers specializing in industrial rental equipment, to plan and produce learning materials for training and development purposes.

**University of Houston- College of Technology. *Adjunct Instructor* (8/2012 – 12/2018)**

- Facilitated 15 week Instructional Design and eLearning Development classes in the UH-Human Resource Development undergraduate program.
- Delivered face to face lectures to groups of 35 to 45 students, per class.
- Conducted ongoing research on tools and technologies for e-learning development, including the use of graphics, animation, video and audio creation authoring tools.
- Evaluated performance and provided feedback on assignments, team work efforts and grading to students via weekly email communication.

**Accenture. *Change Management Consultant* (4/2011 – 5/2012)**

- Coordinated stakeholder and change management activities in a consulting capacity across executive and middle management levels for 3 major client projects.
- Partnered with internal business process owners and technology developers within oil and gas and public utility sectors to develop and manage communication action plans and change strategy for client organizations.
- Executed and tracked all communication events including executive presentations, regular program updates, newsletter articles, ad hoc program communications and website content.
- Facilitated quarterly change readiness and impact analysis workshops and used findings to support implementation plans.

**CenterPoint Energy. *Change Management Lead* (12/2007 – 4/2011)**

- Developed stakeholder management strategy, communication and training plans aligned with the transportation & distribution company's strategic plans and expected business outcomes.
- Developed and implemented technical training curriculum for utility operation environments, including, end-user training plans, performance assessments, instructor guides, job reference manuals to support performance improvement initiatives for 300+ utility employees.
- Implemented and maintained process change training metrics reporting strategy; tracked over 186 course completions and over 1,000 hours of training.

**EDUCATION**

M. Ed. Instructional Technology - Major GPA: 3.66  
University of Houston - Houston, Texas, May 2004

B.S. Education/English - Major GPA: 3.1  
Texas Southern University - Houston, Texas, May 2000

*REFERENCES AVAILABLE UPON REQUEST*