**EDUCATION**

**Claremont Graduate University**  Spring 2021

The Claremont Colleges

Claremont, California

Ph.D., Organizational Behavior

Doctoral Advisors: Stewart I. Donaldson, Saida Heshmati

**University of San Diego** Spring 2018

San Diego, California

Master of Arts, Organizational Leadership

**University of California, Riverside** Spring 2016

Riverside, California

Bachelor of Arts, Psychology

**RESEARCH INTERESTS**

Health Behavior Research

Caregiver Well-being

Positive Health Interventions

Positive Organizational Behavior

Diversity & Inclusion

Strategic Management

**UNIVERSITY EXPERIENCE**

**Lecturer**, College ofBusiness Administration, California State Polytechnic University, Pomona, 2019 --

**Instructor**, School of Leadership and Education Sciences, University of San Diego, 2017-2018

**Research Associate,** School of Leadership and Education Sciences, University of San Diego, 2016-2018

**Teaching Assistant**, School of Leadership and Education Sciences, University of San Diego, 2016-2017

**Research Assistant,** Personality & Social Psychology Lab, UC Riverside, 2013-2016

**Research Assistant,** Cognitive Speech Perception Lab, UC Riverside, 2013-2016

**PROFESSIONAL EXPERIENCE**

**Accenture, PLC – Claremont, CA 09/18 – Present**

**HR Transformation (Project Manager | Associate Research Consultant)**

**Claremont Evaluation Center | Accenture Talent & Innovation Division**

* Plan design, and lead research projects and deliver research insights for the Accenture Talent Strategy and Innovation management team to address key business questions using statistical analysis (linear regression, ANOVA, factor analysis, SEM, network modeling)
* Perform extensive and technical research duties, including those related to survey design and measurement validation at the global implementation level (> 4000-5000 employees)
* Project manager for diverse HR management projects in collaboration with other departments including: recruiting & onboarding, training and development, and diversity and inclusion

**Claremont Evaluation Center – Claremont, CA 09/18 – Present**

**Research and Evaluation Consultant**

* Manage end-to-end project (evaluation scope, methodological design, data collection process, presentation of findings to C - suite organizational stakeholders) for evaluation of:
	+ The Aspen Institute (First Mover’s Program – Aspen Institute Business & Society Program)
		- <https://www.aspeninstitute.org/programs/business-and-society-program/first-movers-fellowship-program/>
	+ Los Angeles Dodger’s Foundation (Reviving Baseball in Inner Cities (R.B.I.) Program)
		- <https://www.mlb.com/dodgers/community/foundation/impact/rbi>

**Center for Creative Leadership – La Jolla, CA 09/17 – 09/18**

**Knowledge Management and Organizational Change Management Projects Manager**

* Synthesize consumer trends with primary and secondary data for driving business growth and objectives
* Work closely with Business Marketing team to merge consumer insights with executive learning programs
* Responsible for developing and facilitating trainings for management level leadership development and operations

**Invisible Disability Project – Del Mar, CA 09/17 – 09/18 Learning and Development Coordinator**

* Allocate internal and external funding toward educational media projects aimed at fostering diversity, inclusion, and social awareness around unseen disabilities at the intersections of race, class, gender, and sexuality
* Create comprehensive proposals and balance sheets for future funding opportunities
* Website: <https://www.invisibledisabilityproject.org/>

**Employee Training & Development Facilitator – Univ. of San Diego – San Diego, CA 09/16 – 09/18**

**Center for Student Success**

* Develop professional development and human resource initiatives for administrators and employees under the supervision of the Director for Student Success
* Create and deliver employee resiliency and support programs to help revitalize an inclusive higher education workplace environment while managing relationships with industry partners
* Lead skill development programs for administrative employee development, including employee wellness and data analysis

**University of California, Riverside – Riverside, CA 09/12 – 09/16 Leadership Program Coordinator (Sports & Wellness Supervisor)**

* Manager and supervisor of all campus-wide health and club sport programs
* Create comprehensive health programs for community members in Riverside / Inland Empire, including university students, faculty, youth (K-12)

**PUBLICATIONS**

Villalobos, J., **Chan, L.,** (In Writing Stage, Data Collection Completed). Adaptability and Proactivity Across Cultures: Limitations of Innovative Selection and Recruitment Practices.

**Chan, L.,** Reece, A., (Accepted, In Revision Stage). Positive Cultural Humility in Organizations. Designing, monitoring, and evaluating positive organizational development interventions for maximizing social impact. Greenwich, CT: Information Age.

**Chan, L.** (2018, May). Positive Organizational Leadership: Some Recent Findings in Positive Organizational Scholarship. M.A. in Leadership Studies: Capstone Project Papers. 23. [*http://digital.sandiego.edu/solesmalscap/23*](http://digital.sandiego.edu/solesmalscap/23)

**PROFESSIONAL PRESENTATIONS**

**Chan, L.,** Reece, A. (2019, October). *Positive Cultural Humility in Organizations.* Oral Presentation to be delivered at the 3rd Annual Creating Healthy Organizations (CHO) Conference, Vanguard University of Southern California, Costa Mesa, California.

**Chan, L.** (2019, April). *Positive Health Psychology and Optimal Wellbeing - Research and Application.* Oral Presentation delivered at the Regional Psychology Undergraduate Research Conference - Graduate Student Research Panel at the University of Redlands, Redlands, California.

**Chan, L.,** Donaldson, S.I., Heshmati S., & Clague DeHart, J. (2019, January). *Evaluating Optimal Wellbeing: Exploring Caregiver’s Daily Experiences in Caring for Patients.* Oral Presentation delivered at the Western Positive Psychology Association 4th Annual Meeting, Claremont, California.

**LEADERSHIP & HONORS**

* Lab Manager – Positive Organizational Psychology Research Lab – Claremont Graduate University
* University of San Diego - Graduate Student Association - Community Outreach Coordinator
* University of San Diego - Graduate Student Council - Asian / Pacific Islander Students in Alliance
* University of San Diego - D1AA Rugby Athlete (‘16-’17)
* UC Riverside - D1AA Rugby - Assistant Captain (‘15 -’16)
* Pi Kappa Alpha Fraternity (PIKE) - Lambda Alpha Chapter - President (‘14 -’16)
* UC Riverside Dean’s Honors List: College of Humanities, Arts, and Social Sciences
* Order of Omega National Honor Society

**PROFESSIONAL ASSOCIATIONS**

* Society for Human Resources Management
* Society for Industrial & Organizational Psychology (SIOP)
* International Positive Psychology Association (IPPA)
* Western Positive Psychology Association (WPPA)
* Psi Chi - National Honor Society in Psychology
* Professional Certification - Environmental & Occupational Safety & Health Administration

**REFERENCES**

**Stewart I. Donaldson, Ph.D.**

Executive Director - Claremont Evaluation Center

Professor of Psychology | Community and Global Health

Founding Dean: 2013 to 2017 - School of Social Science, Policy, & Evaluation

Dean: 2012 - 2013: School of Politics & Economics, 2001 to 2013: School of Behavioral & Org. Sciences

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**Saeideh (Saida) Heshmati, Ph.D.**

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**Afsaneh Nahavandi, Ph.D.**

Professor and Department Chair

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