

ELOISE R. SCAVELLA

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Approachable, hands-on Senior Executive with extensive experience overseeing large, complex hospitality, gaming, entertainment, retail and not-for-profit organizations domestically and internationally. Strong track record with responsibility for the day-to-day management of the organization, partnering across all disciplines, ensuring flawless execution of the business plans and goals while building and empowering teams to streamline processes, improve communications, and boost business performance. Proven results in leading in high growth, transformational environments with extensive experience in planning, organizing, and directing the completion of large strategic projects for organizations while ensuring these projects are on time, on budget, and within scope. Strategic advisor and business partner to other senior management with proven ability overseeing Operations, Strategy and Planning, Human Resources, Legal Affairs and Compliance, Grants, Information Technology and Services, Development and Employee Engagement.

Business & Performance Management
Partner Acquisition and Growth
Continuous Process Improvement
Business Financial Optimization

Employee Engagement & Collaboration
Organizational Development & Design
Upskilling, Innovation & Forecasting
High Performance Team & Culture

PROFESSIONAL EXPERIENCE

Plus 1 Management, LLC – Fort Lauderdale, FL

2021 -- present

A business optimization consultancy firm focused on analyzing business needs and developing sustainable, innovative solutions which drive business performance and efficiency to meet business goals.

Chief Executive Officer and Founder

Solve business needs using skilled, experienced talent, research, data, and technology. Ensure engagement objectives are met, meticulous with details, calculated actions, inquisitive and highly resourceful in our approach. Use exceptional client service as a key lever in us driving client satisfaction, generating loyalty, and is critical for maximizing business performance.

Portfolio Highlights:

- **Retail | Operational Efficiency**
Streamlined store operations and supply chain workflows, cutting costs and improving on-shelf availability while freeing staff to focus on customers.
- **Hospitality | Operational Excellence**
Optimized scheduling and vendor management across multiple locations, boosting employee engagement and labor efficiency while delivering a more consistent guest experience.
- **Retail & Health Care | Strategic Growth**
Designed a growth roadmap that expanded market footprint and drove digital channel revenue through smarter merchandising, pricing, and customer engagement.
- **Hospitality | Strategic Growth**
Repositioned a hospitality brand with loyalty-driven initiatives and personalized experiences, increasing employee engagement, repeat business and guest spend.
- **Cross-Sector Transformation**
Guided leadership teams through data-driven transformation programs that delivered measurable gains in employee engagement, profitability, scalability, and competitiveness.

AMERICAN DIABETES ASSOCIATION – Arlington, VA

2018 -- 2020

Global authority on diabetes with more 1 million volunteers, over 441,000 members, and a society of nearly 16,500 health care professionals.

Chief Operations and Strategy Officer

Oversaw day-to-day operations and organizational strategy supporting all aspects of the operations management and performance for the global authority on diabetes with 500 direct / indirect reports. Accountable for creating operations, strategy and policies, the organizational strategic operating framework / vendor partnerships, financial reviews, assessment, best practices, organizational change / effectiveness, fostering employee alignment with corporate goals and oversight for Operations, Strategy and Planning, Human Resources, Legal Affairs and Compliance, Grants, Information Technology and Services, Development and Employee Engagement.

- Oversight of the day-to-day and business performance for Operations, Strategy and Planning, Human Resources, Legal Affairs and Compliance, Grants, Information Technology and Services, Development and Employee Engagement department and all the employees
- Instrumental leadership role in crafting the American Diabetes Association (ADA) cascading strategy and continuing to grow ADA's impact, reach, and effectiveness for the next 5 years
- Led large-scale, strategic organizational initiatives focused on business redesign, financial optimization, and community & partner impact which affected all stakeholders while mobilizing the leadership team to ensure these projects were on time, on budget, and within scope
- Implemented rigor around business financial reviews to ensure leaders across the organization

understood their P&Ls, the drivers, and how and when to execute strategic actions to optimize business performance.

- Developed, implemented, and monitored the execution of the overarching company's operations and strategy internally and externally so that all employees, partners, suppliers, and contractors understood the company-wide strategic plan and how it carries out the company's overall goals.
- Grew new strategic partnerships and deepen existing relationships of trust with partner organizations; work with community partners to collaborate on shared campaigns that elevate our movement and achieve our long-term vision.
- Help the field, advocacy, and communications teams balance long-term priorities with rapid response opportunities; identify which rapid response moments are important to take on (and which aren't) and work with your team to quickly pivot and generate creative and impactful actions and content that further our goals.
- Drove a high-performance business culture with consistent focus business review, new opportunities for learning and development (upskilling), business involvement and collaboration and employee engagement

WALMART – Bentonville, AR

2017 -- 2018

World's largest retailer with 2.3 million associates and annual sales exceeding \$486 billion.

VP of Global Learning & Development

Led all aspects of talent management and performance for a world-class organization with 605 direct / indirect reports. Accountable for strategic / vendor partnerships, cultural diversity initiatives, talent acquisition / assessment, best practices, organizational change / effectiveness, performance metrics, process improvements, communications, and content / materials development. Serve as a Subject Matter Expert on global learning and performance issues to business executives.

- Oversight for the day-to-day business and performance of the Global Learning and Development department and team, which was tasked with the growth and development of the top 650 leaders in the organization
- Successfully diagnosed, assessed, designed, and developed organizational effectiveness initiatives to instill a sustainable, systematic high-performance culture.
- Led efforts to develop and implement a process to assess and identify organizational effectiveness programs and tools for talent/succession planning, performance management, organization design and change management.
- Spearheaded processes to proactively manage, develop and continuously improve how the company evaluates talent and organizational gaps and opportunities for future growth.
- Analyzed external labor market conditions and internal growth projections on an on-going basis to devise and execute sound talent strategies and decisions.
- Launched "Building Better Coaches Training" program, an online / in-class program to train managers worldwide on how to set goals, provide feedback and rewards / recognition through coaching and mentoring activities.
- Helped secure a global and talented workforce by designing and rolling out a global MBA program to introduce immersing talent from top schools into the business.
- Established an Executive Education program to continue growing and developing key leaders on succession plans for enterprise critical roles, while addressing leadership competency gaps.
- Planned and coordinated a week-long event to promote professional and personal development through cross-industry learning, executive coaching, and networking for key top female company leaders.
- Designed and implemented innovative strategies in workforce planning, diversity & inclusion, and organizational assessments / designs to develop and maintain a talented, high-performance workforce worldwide.
- Worked with business leaders and HR business partners to develop and roll out an executive development framework and set of tools across all business segments, which was people-led, tech-enabled, and associate-driven.
- Identified and secured top talent by collaborating with HR delivery organization to communicate, coordinate, and deploy global talent solutions, while maintaining consistency in approach, execution and delivery at the local level.

CAESARS ENTERTAINMENT – Las Vegas, NV

2006 – 2017

World's largest casino-entertainment company with 70,000+ employees and \$8.5+ billion in net revenue.

General Manager Associate (2016 – 2017)

Provided daily leadership and support to General Manager in monitoring and improving communications, goals, policies and procedures throughout the organization. Accountable for strategic goal setting / attainment, cultural initiatives, staff training & development, process improvements (Kaizen events), performance metrics, guest / employee relations, and marketing programs. Received Chairman's Award Recipient, highest award in company.

- To assist the General Manager in the oversight for the day-to-day business and performance of the operations and along with direct oversight for Cage and Soft Count Operations and the employees.
- Led an initiative to develop and promote a high-performance sales culture across entire property.
- Worked closely with Director to streamline day-to-day processes, eliminate business wastes, and drive customer-centric, value-based Six Sigma improvement initiatives.
- Planned and coordinated Cage and Soft Count Operations at the property, while ensuring compliance with all NGCB regulations, MICS and ICS guidelines.

Corporate Vice President of Employment & Training (2014 – 2016)

ELOISE R. SCAVELLA, *Professional Experience...Continued*

Directed employment, training and HR Information Systems(HRIS) operations for the Las Vegas region which included Corporate Headquarters and 9 hotel & casino properties. Tracked and managed a \$5+ million annual budget. Accountable for corporate training, talent acquisition / strategies, program compliance, and best practices. Served as SME on talent and training initiatives for corporate and property operations.

- Exceeded and/or met organization's goals and long-term objectives by devising and executing strategic talent, training, and HRIS plans supporting business and property operations.
- Built, tracked and managed recruitment and training capabilities enterprise-wide for effective implementation, follow-up, sustainability, and measurement.
- Identified, secured, and retained top talent by maintaining effective branding and consistency in employment and training functions across all locations and levels of the organization.

Vice President of Employment & Training (2012 – 2014)

Managed Las Vegas region employment and training operations that included recruitment, HRIS system entry and IGC licensing functions, and the new hire process for 9 hotel & casino properties. Oversaw a \$2+ million annual budget. Accountable for regulatory / corporate compliance, process improvements, and program development, implementation, and evaluation.

- Improved employee performance / productivity by working as a Change Agent to streamline and improve processes, policies and procedures supporting workflows and programs in training and employment.
- Introduced effective measurement systems and conducted analyses to ensure employment and training programs were meaningful and effective when compared to desired results.

Regional Director of Employment & Training (2011 – 2012)

Led employment and training functions for Las Vegas region covering nine 9 hotel & casino properties. Accountable for developing strong partnerships to build talent pipelines, new training and employment opportunities, and beneficial business partnerships between Caesars Entertainment and the community.

- Liaised with property leadership to build consistent communication tools between all properties to effectively drive employment and training needs and solutions.
- Served as a subject matter expert on employment and training matters for property leaders and partnered with them to develop robust pipelines, new/improved training offerings, and corporate and community relationships.

Director of Customer Service, Caesars Palace (2010 – 2011)

Promoted to head customer service operations for Caesars Palace, flag-ship property for Caesars Entertainment. Analyzed existing service delivery systems and collaborated with functional area managers to improve the customer experience.

- Spearheaded senior-level cross-functional teams to investigate root causes of property service challenges or successes and implement new standard operating procedures to eliminate recurrence of issues.
- Partnered with functional areas to prepare for service delivery adjustments (e.g., employee scheduling, supplies, support teams, contingency plans) based on fluctuations in demand.

Previous Roles: *HR Engagement Manager* (2010) | *Continuous Improvement Specialist* (2009-2010) | *Senior Employment & Training Specialist* (2007 & 2009) | *Training & Development Specialist* (2006-2007) | *Hotel Operations Intern* (2006)

- Delivered, monitored and evaluated the progress, effectiveness and impact of employee, supervisory and management training and development programs.
- Facilitated classes for new hires of all positions in the hotel aimed at preparing them for successful integration into Harrah's Entertainment (New Hire Orientation & Customer Service Training).
- Partnered with corporate HR and other HR Engagement Leaders in the Las Vegas market to implement high impact practices and programs designed to maximize performance and results.
- Contributed in creating short and long-term strategies as part of a yearly engagement plan to target rewards, recognition, wellness, education, and service functions.
- Developed and implemented process, cultural, and organizational changes to improve efficiency and service, while reducing and/or eliminating waste in the business.
- Built and maintained effective business relationships with hiring managers to support the achievement of department recruitment and training objectives.

ADDITIONAL WORK HISTORY

Guest Service Manager, Crystal Palace Casino, Las Vegas, NV

2008

EDUCATION

- **M.S. in Training & Development**, University of Wisconsin-Stout, Menomonie, WI
- **B.A. in English**, Winona State University, Winona, MN
- **Training:** Lean Six Sigma, Black Belt Certified