

# Candace Chavigne, SPHR

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## HIGHLIGHTS

- Talent management professional with 10 years experience in assessment, conducting research, and data analysis, who has initiated 5+ organizational culture programs in the last year and worked with 200+ stakeholders on needs analysis and strategic development.
- Knowledgeable about research concepts such as qualitative and quantitative data, study design, and validation. Skilled in item and survey design, employee engagement, and SPSS. Some R.
- Designed and conducted a burnout risk study that resulted in targeted retention initiatives for 30,000+ employees.
- Won 3 separate Silver Shield Awards at US Bank, one each for project management, employee development initiatives, and connecting data insights leading improved employee performance.
- Open to relocating to Dallas, TX.

## RELEVANT PROFESSIONAL EXPERIENCE

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### **Lowe's Home Centers** • Charlotte, NC (Remote)

01/2022 - 04/2023

*Left due to mass layoff*

#### **Culture, Diversity & Engagement Sr. Analyst**

- Conducted employee assessment and research tasks, such as survey development, work samples, and interviews for a \$90 billion national retail chain.
- Pioneered a 3-month-long project to track employee burnout by mapping engagement feedback against burnout and EVP factors, resulting in targeted retention initiatives for 30,000+ employees and early intervention to high-risk groups.
- Redesigned the assessment tool suite for supervisor hiring over a 3-month period, identifying skills gaps and resulting in a 15% reduction in recruiting and hiring costs.
- Championed women's strategy initiatives by mapping engagement data against 5 specific lifecycle factors, resulting in an 18% improvement in engagement scores and 15 data-driven recommendations to improve the female employee experience.
- Spearheaded an exit survey program to provide leadership with evidence-based insights and recommendations for strategy development, leading to a 20% increase in retention.
- Developed an evidence-based assessment tool to understand how the employee experience impacted performance, leading to the development of 4 additional resources and 3 trainings.
- Created 3 tailored step-by-step Action Planning guides by partnering with stakeholders from multiple departments that provided recommendations and saved store managers 10+ hours planning time.
- Consulted with the CD&I team on future state culture initiatives with the goal of boosting engagement and productivity and resulting in 5 initiatives being developed.

### **City of Knoxville**

03/2021 - 10/2021

#### **HR Analyst**

- Headed data analysis and program management tasks, such as survey implementation, report development, and compensation studies for a small local municipality.
- Instituted exit, satisfaction, and pre- and post-training surveys from item and survey design to trend analyses and recommendations for change initiatives, resulting in a 10% increase in employee satisfaction.
- Streamlined the selection process for the Fire department, reducing recruit processing time from 5 months to 2 months and received a 95% stakeholder approval rating and 93% from recruits.
- Partnered with leadership and external consultants to complete a compensation study, leading to a 20% decrease in turnover, a 148% increase in new talent hiring, and average salary adjustments of 12.26%.

- Executed job analyses and competency modeling to strengthen hiring tools, resulting in biennial reviews for every job description and a 25% increase in placement for hard-to-fill roles.

## **SAIC**

**07/2020 - 03/2021**

*Temporary position*

### **HR Specialist III**

- Managed project management tasks, such as consulting with stakeholders, developing written and verbal communications, and statistical analysis for a Fortune 500 technology integrator for government entities.
- Visualized talent metric trends such as turnover, retention, promotions, and leave use via daily and weekly reporting, improving retention efforts and a 10% cost savings in unutilized benefit programs.
- Consulted with HRBPs and management regarding employee dispute resolution and conducted interviews, resulting in a 20% increase in employee and organizational performance and reducing liability.
- Completed 3 compensation audits using employee data, market analysis, and projections that lead to increased wages, improvements in retention and a 23% savings in hiring costs in the first year.

## **US Bank**

**12/2015 - 06/2020**

*Left due to mass layoff*

### **HR Generalist**

- Executed employee experience tasks, such as performance management, engagement activities, and culture initiatives for the 7th largest bank in the United States.
- Bolstered employee engagement by 25% through designing pulse survey items, testing survey design, and survey deployment after performing a needs analysis.
- Planned the transition to virtual work in 2020 in collaboration with organization-wide leadership, ensuring that both critical and non-critical work operations continued for all 4,000 employees.
- Coached managers with teams of 50 – 250 employees on policy application, employment law, and performance concerns to ensure fair practices and provide legal defensibility.
- Implemented dashboards to analyze hiring and attrition trends across departments and role, reducing time-to-fill for Credit and Risk positions from 35 to 21 days and cutting turnover by 15%.

## EDUCATION

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**M.S. Industrial Organizational Psychology** | Austin Peay State University

**B.A. International Business & French** | University of Tennessee