

CANDACE CHAVIGNE, SPHR

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PROFESSIONAL SUMMARY

Industrial-Organizational Psychology and organizational research leader with 10+ years of experience designing and delivering employee research, talent assessment, and evidence-based people programs across Fortune 500 and public-sector organizations. Combines expertise in mixed-methods research, employee listening, job analysis, competency modeling, structured interviews, and assessment design with the ability to translate complex qualitative and quantitative findings into practical recommendations for leaders.

Known for managing applied I-O initiatives from research design and stakeholder consultation through implementation, evaluation, and executive storytelling. Builds rigorous, equitable, and scalable solutions that improve hiring quality, employee experience, engagement, retention, performance, and organizational effectiveness.

CORE EXPERTISE

Skills: Industrial-Organizational Psychology | People & Organizational Research | Employee Listening & Survey Strategy | Talent Assessment & Selection | Job Analysis & Competency Modeling | Structured Interview Design | Mixed-Methods Research | Validity, Fairness & Adverse Impact Analysis | Program Design, Evaluation & Management | Organizational Effectiveness | Executive Insight & Data Storytelling | AI-Enabled Research & Analytics

Tools: Qualtrics | Glint | Medallia | Perceptyx | Workday | Alteryx | SPSS | R | SQL | Power BI | Tableau | Microsoft Office | Google Suite | Lean Six Sigma | Microsoft Copilot | ChatGPT | Claude

PROFESSIONAL EXPERIENCE

Sr Manager, Organizational Research, Insights & Talent Assessment ♦ American Express Global Business Travel ♦ 2024 – May 2026

Left due to layoff.

- Owned end-to-end employee listening and organizational research spanning enterprise surveys, focus groups, qualitative interviews, workforce data analysis, reporting, and action planning.
- Partnered with hiring managers to conduct job analyses, define competencies, and design a legally defensible structured interview methodology using a 5-point BARS scale, improving hiring quality by 20% and supporting strategic hires who all earned Exceeds Expectations ratings in their first year.
- Applied AI-enabled qualitative and quantitative analytics to automate thematic analysis, enhance predictive modeling workflows, and streamline reporting, reducing manual analysis time by 35% while improving insight quality and executive decision support.
- Presented quarterly research and monthly workforce insights to VP+ and C-suite audiences, translating findings across employee experience, attrition, performance, hiring, and talent movement into recommendations that informed four enterprise initiatives.
- Developed a predictive flight-risk tool with 75% accuracy, enabling proactive retention and leadership bench-risk decisions.
- Led a nine-month data-quality and governance initiative that improved reporting accuracy by more than 60% and strengthened confidence in workforce research and decision-making.

Sr Consultant, Organizational Research, Insights & Talent Assessment ♦ Edward Jones (contract) ♦ 2023 – 2024

- Managed a nationwide pilot from research design and stakeholder alignment through implementation, evaluation, and expansion, reducing program risk by 15% and establishing a scalable model for future initiatives.
- Synthesized qualitative evidence from more than 70 teams across two programs, identifying over 30 employee-experience barriers and translating findings into recommendations for senior leadership.
- Developed a Branch Team Effectiveness assessment that measured engagement and performance drivers and demonstrated a predictive relationship with business outcomes, contributing to a 10% improvement in branch performance.

- Conducted organizational assessments and diagnostic evaluations to identify adoption barriers, implementation risks, and effectiveness gaps, contributing to an 18% increase in leader engagement.

Sr Analyst, Employee Listening, Research, and Assessment ♦ Lowe's Home Centers Corporate ♦ 2022 – 2023

Left due to layoff.

- Designed more than 20 survey-based research and assessment instruments, applying sound item design, survey logic, validity, and reliability practices while reducing project turnaround time by 57%.
- Owned the annual engagement survey and broader listening strategy across enterprise surveys, pulse surveys, and focus groups for a workforce of approximately 300,000 employees, contributing to a 21% improvement in employee experience and four targeted hiring and retention initiatives.
- Conducted a workforce diagnostic study using data from more than 30,000 employees to identify burnout drivers, organizational risks, and opportunities for targeted retention interventions.
- Analyzed employee data across five lifecycle factors, translating findings into recommendations that contributed to an 18% engagement increase and 15 actions supporting women's professional advancement.
- Redesigned talent assessment and selection tools, reducing recruitment costs by 15% and strengthening succession planning and talent decisions.

Organizational Research, Insights & Talent Assessment Analyst ♦ City of Knoxville ♦ 2021 – 2022

- Conducted job analyses and competency modeling for hard-to-fill positions, strengthening selection criteria and improving placement efficiency by 25%.
- Led employee lifecycle and satisfaction research from survey design through analysis and reporting, contributing to a 10% improvement in employee satisfaction.
- Evaluated turnover, promotion, and recruitment outcomes using statistical and adverse-impact analyses, providing senior leaders with recommendations supporting equitable and EEOC-aligned talent practices.
- Used candidate-sentiment research to identify friction in the Fire Department selection process, reducing processing time by 60% and increasing satisfaction to 93% among recruits and 95% among stakeholders.

HR Generalist | Employee Listening, Research, & Talent Strategy ♦ US Bank ♦ 2015 – 2020

Left due to layoff.

- Designed targeted employee-listening research based on organizational needs analyses, contributing to a 25% increase in engagement.
- Conducted job analyses and classification studies using stakeholder interviews, role research, and workforce data, improving retention by 19% and reducing recruiting expenses by 11%.
- Developed workforce dashboards examining recruiting, hiring, and attrition trends, helping reduce time-to-fill from 35 to 21 days and turnover by 15%.
- Supported workforce planning and organizational design across a global enterprise of 70,000 employees in more than 75 countries, including the realignment of more than 200 roles following a departmental merger.

EDUCATION

M.S., Industrial-Organizational Psychology | AUSTIN PEAY STATE UNIVERSITY
B.A., International Business & French | UNIVERSITY OF TENNESSEE

CERTIFICATIONS

SPHR – Senior Professional in Human Resources
Lean Six Sigma Green Belt
HRCI People Analytics Pro Certification
HRCI AI for HR Pro Certification