

CANDACE CHAVIGNE, SPHR

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PROFESSIONAL SUMMARY

Senior people analytics, strategy, and transformation professional with 10+ years of experience using workforce analytics, behavioral science, and process improvement to inform talent decisions and improve organizational effectiveness. Known for translating complex workforce data into actionable insights that support workforce planning, employee experience, and HR transformation across enterprise, consulting, public-sector, and financial services environments. Grounded in Industrial-Organizational Psychology with deep experience partnering with senior leaders to design scalable, evidence-based people strategies.

CORE EXPERTISE

Skills: People Analytics & Workforce Insights | HR Strategy | HR Transformation & Process Improvement | Employee Listening & Research | Change Management | Behavioral Science & Applied Research

Tools: Workday | Power BI | Tableau | SQL | R | Python | Excel | Glint | Qualtrics | Lean Six Sigma

PROFESSIONAL EXPERIENCE

Sr Manager, People Analytics & Transformation • American Express Global Business Travel • 2024 – present

- Lead enterprise people analytics and HR process transformation initiatives, embedding self-service analytics and continuous improvement into global HR operations.
- Design and deliver executive-ready analytics, dashboards, and reporting frameworks that inform workforce planning, performance management, retention, and organizational decisions.
- Partner cross-functionally across HR Centers of Excellence to strengthen data governance, improve reporting accuracy, and enable consistent, scalable people decision-making.
- Apply Lean and continuous improvement principles to optimize HRIS workflows, improve data quality, and reduce reporting friction across enterprise systems.

Senior Consultant, People Transformation, Insights & Strategy • Edward Jones (contract) • 2023 – 2024

- Partnered with senior leaders to design, evaluate, and scale workforce planning and change initiatives, using analytics and qualitative research to move programs from concept to measurable impact.
- Led pilot program design and evaluation, synthesizing qualitative and quantitative data to inform risk mitigation, stakeholder alignment, and scalable program delivery.
- Delivered executive-level insights and performance dashboards to guide decision-making, improve program outcomes, and support enterprise change initiatives.

Senior Analyst, Employee Insights & Experience Strategy • Lowe's Home Centers Corporate • 2022 – 2023

Left due to layoff.

- Owned and evolved enterprise employee listening and experience strategy, translating rigorous survey research and workforce analytics into targeted retention and talent process improvements.
- Led the design, execution, and analysis of engagement, pulse, and burnout studies at enterprise scale, ensuring insights directly informed workforce and talent decisions.
- Partnered with leaders to redesign talent processes and assessment tools, embedding employee experience data into hiring, performance, and workforce planning initiatives.

HR Analyst, Workforce Analytics & Process Improvement • City of Knoxville • 2021 – 2022

- Partnered with city leadership to apply workforce analytics and process improvement, improving recruiting efficiency, compensation outcomes, and people decisions at scale.
- Conducted workforce analytics and compensation studies to inform talent strategy, reduce turnover, and improve hiring outcomes across municipal operations.
- Designed KPI portfolios and analytics frameworks to support data-driven decision-making and continuous improvement across HR programs.

HR Generalist, Workforce Analytics & Strategy • US Bank • 2015 – 2020*Left due to layoff.*

- Supported enterprise people strategy and workforce planning by combining HR operations, workforce analytics, and change management in a highly regulated, global environment.
- Led analytics-enabled initiatives across hiring, attrition, organizational redesign, and talent management to inform leadership decisions and improve workforce outcomes.
- Partnered with HR and business leaders to support large-scale organizational change, workforce transitions, and process optimization initiatives.

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 Yellow Belt (Green Belt in progress)