

CANDACE CHAVIGNE, SPHR

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PROFESSIONAL SUMMARY

Strategic Talent Intelligence and Workforce Insights leader with 10+ years of experience leveraging employee listening, talent research, and workforce data to inform data-driven talent and workforce decisions. Proven track record of translating complex data and market insights into actionable strategies that improve retention, optimize hiring, and enhance organizational effectiveness across banking, consumer goods, SaaS, and public-sector environments.

Grounded in Industrial-Organizational Psychology, with deep expertise in designing and scaling evidence-based programs across employee listening, workforce planning, talent acquisition strategy, and talent intelligence. Known for partnering with senior leaders to drive measurable business impact, reduce costs, and strengthen competitive advantage through continuous improvement and insight-driven decision-making.

CORE EXPERTISE

Skills: Talent Intelligence & Market Insights | Employee Listening & Survey Strategy | Workforce Insights & Analytics | Workforce Planning & Talent Strategy | Talent Acquisition Strategy & Analytics | Talent Research & Competitive Intelligence | Program Design, Evaluation & Optimization | Continuous Improvement | Behavioral Science & Applied Research | AI-Augmented Analytics & Research

Tools: Workday | Power BI | Tableau | SQL | R | Excel | Qualtrics | Glint | Microsoft Office | Google Suite | Lean Six Sigma

PROFESSIONAL EXPERIENCE

Sr Manager, Talent Intelligence & Employee Listening ♦ American Express Global Business Travel ♦ 2024 – present

- Led enterprise employee listening strategy (exit, onboarding, engagement), translating insights into targeted action plans that improved retention and workforce decision-making.
- Built a Talent Acquisition intelligence scorecard across 10+ pipeline metrics, enabling data-driven hiring strategy and real-time performance monitoring.
- Developed a predictive flight risk model (75% accuracy), enabling proactive retention strategies and workforce planning decisions.
- Delivered monthly executive workforce intelligence briefings on talent mobility, hiring trends, and attrition to inform C-suite strategy.
- Partnered cross-functionally to develop succession intelligence dashboards highlighting critical skills gaps and leadership readiness, enabling data-driven talent pipeline and workforce strategy decisions.
- Leveraged AI-enabled analytics to automate insight generation and enhance predictive modeling, reducing analysis time by 35%.

Sr Consultant, Talent Intelligence & Workforce Insights ♦ Edward Jones (contract) ♦ 2023 – 2024

- Synthesized qualitative insights from 70+ teams, identifying 30+ experience gaps and translating findings into actionable program and workforce strategy improvements.
- Delivered integrated workforce insights combining qualitative and quantitative data to inform leadership decisions and optimize nationwide performance.
- Led end-to-end pilot program design and execution, reducing risk by 15% and enabling scalable rollout.
- Built executive dashboards improving program performance by 25% and enabling real-time decision-making.

Sr Analyst, Employee Listening, Insights & Strategy ♦ Lowe's Home Centers Corporate ♦ 2022 – 2023

Left due to layoff.

- Designed and scaled enterprise employee listening strategy across a 300,000-person workforce, driving measurable improvements in retention and employee experience.
- Integrated labor market intelligence and competitive hiring research to inform skills-based hiring and talent pipeline strategy.

- Led benchmarking and talent intelligence analysis, enabling data-driven workforce and hiring decisions.
- Analyzed engagement data from 30,000+ employees to identify burnout drivers and inform targeted retention strategies.
- Redesigned talent assessment tools and hiring processes, reducing recruitment costs and strengthening succession pipelines.

HR Analyst, Workforce Strategy & Talent Insights ♦ City of Knoxville ♦ 2021 – 2022

- Implemented full lifecycle employee listening programs, improving employee satisfaction by 10% through data-driven insights and targeted actions.
- Delivered labor market and compensation intelligence across 10+ benchmarks, strengthening hiring competitiveness for critical roles.
- Identified recruiting friction points through candidate sentiment analysis, reducing process time by 60% and improving satisfaction to 90%+.
- Built a KPI-driven talent analytics framework, improving hiring efficiency by 36% and enabling new talent initiatives.

HR Generalist, Workforce Strategy & Talent Insights ♦ US Bank ♦ 2015 – 2020

Left due to layoff.

- Designed and implemented employee listening pulse surveys, increasing engagement by 25% through targeted insights and action planning.
 - Built workforce analytics dashboards, reducing time-to-fill by 40% and turnover by 15% through improved hiring and retention insights.
 - Conducted job and market analyses, improving retention by 19% and reducing recruiting costs by 11%.
 - Supported workforce planning and transformation initiatives across 70,000 employees globally.
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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 (*expected May 2026*)