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LEARNING & LEADERSHIP DEVELOPMENT • ORGANIZATIONAL EFFECTIVENESS • LEARNING TECHNOLOGY & AI • CHANGE & INNOVATION

I build leadership development organizations, and they outlast me. The EFX Leadership Institute still develops roughly 2,000 leaders a year at Equifax, years after I left it, and the NMBBAA Institute I was hired to create now serves 3,000+ learners. I have worked in Human Resources since 2007 and led development for leaders since 2014, always in global and matrixed settings: 52 countries at Randstad, 26 at Equifax, a high-potential assignment at global headquarters in the Netherlands, and acquisition integration in Brazil. Every role since 2010 has required in-person facilitation alongside digital delivery. I have shipped eleven learning products and held each to retention and time-to-value rather than completion, and I have implemented Skillssoft at enterprise scale twice.

PROFESSIONAL EXPERIENCE

National Black MBA Association

Apr 2024 – present

Chief Learning & Strategy Officer (2025 – present) • Chief Learning Officer (Apr 2024 – 2025)

- **Hired to create the NMBBAA Institute:** a four-track digital learning product (AI, Leadership, Entrepreneurship, Wealth) now serving 3,000+ learners at 9.5/10 satisfaction and +40% engagement. Personally run the Leadership track.
- **Own the 10,000-attendee annual conference and career expo** end to end: hire the speakers and musical talent, serve as host, run show production and events, and facilitate the leadership retreat, against a 300-partner corporate portfolio.
- **Promoted in 2025** to add Strategy to the chair, with a mandate to run NMBBAA 2.0 product innovation and open new revenue streams through partnerships. Set the enterprise learning roadmap and report progress to the executive team and board.
- **Shipped four partner products:** the Genius Factor assessment, an entrepreneurship and mentorship curriculum with Gravy Wealth, an AI enablement curriculum with Grey AI, and an executive coaching practice, on a Hivebrite and Skillssoft stack. Run enterprise planning on OGSM.
- **Partner with colleges, states and universities to move their learning landscape onto AI:** authored the Howard University MBA innovation proposal, embedding 300+ AI-enabled certification pathways from 25 accredited bodies into the degree, and the State of Maryland workforce transformation for the Governor's office, layering business ownership and an AI maturity ladder onto existing trades and apprenticeship programs. Built the chapter marketing toolkit that grows conference registration.

The Executive Leadership Council

Jul 2021 – present

Part-time Faculty, Executive Leadership

- **Graduated 700+ senior executives** from IBM, Deloitte, Merck, Capital One, Citigroup, JPMorgan Chase, Accenture and others, at a Net Promoter Score of 97.
- Teach social identity and executive leadership, strategy and vision, leading change, data and storytelling, influence, and running a P&L.

Equifax

Apr 2020 – Mar 2024

Vice President, Global Talent Management (Jun 2021 – Mar 2024) • Vice President, Learning & Organizational Change (Apr 2020 – Jun 2021)

- **Hired to run learning and organizational change; promoted within fourteen months** to own all of global talent management. Ran an organization of 89 post-acquisition across 26 countries, direct, indirect, matrixed and vendor, from the global Talent Center of Excellence, on a \$10M budget. 12,000 employees in the performance and onboarding cycles; learning open to all 20,000 workers including contractors.
- **Built the EFX Leadership Institute:** six programs developing roughly 2,000 leaders annually, with AI-driven learning personalization across Skillssoft and Coursera and post-deployment monitoring.
- **myCareer:** reimaged the career architecture covering 6,000 roles across 22 bands and 11 levels, with AI/ML career pathing on Workday SkillsCloud.
- **myOnboarding:** created and scaled a new global program spanning day -15 to day 365 for 3,000 employees a year, at 95% satisfaction and a 21% lift in first-year retention, with time-to-value as the measure. Brandon Hall Group Excellence in Onboarding, 2022.
- **myPerformance and myTalent:** the full performance cycle for 12,000 employees annually with tools, templates, training and marketing resources, plus full-cycle talent review from ICs through SLT successors and global workforce planning. Built the OD&E metrics architecture, with leading indicators and outcome measures reviewed alongside business KPIs.
- **Led the learning and cultural workstreams for two acquisitions:** Kount (US) and Boa Vista (Brazil).
- **Launched the Best Credit Education Series,** the company's first credit education program, then scaled it globally.
- **CEO Global Circle of Excellence, 2021:** the top 100 employees globally out of 12,000, earned inside my first year. Founding advisory board member of BOLD, the company's inaugural Black employee network, and founding board member of the Global Women's Network, now 5,000 members.

Randstad

Apr 2010 – Apr 2020

Director, Organizational Effectiveness • Director of Learning & Operations • Sr. Manager, Talent Management, Randstad Nederland (Jul 2015 – Jan 2016) • Manager, Org Design, Development & Effectiveness • Sr. Organizational Development Consultant • Organizational Development Consultant

- **Six successive roles across ten years** at a \$35B employer with 39,000 employees in 52 countries; owned the learning function throughout.
- **As Director of Organizational Effectiveness,** owned learning and leadership development, technology deployment (Montage, HireVue, DOMO, robotic process automation), consulting and innovation, NPS, operations and analytics across the North American consulting practice: 10 lines of business, a \$3M budget and a team of 13. Ran enterprise goal setting on OKRs.

- **Authored the robotic process automation champion and peer-to-peer training strategy** that made the rollout stick, saving \$1.3M a year in measured cycle-time reduction. Employee-experience metrics across 5,000 employees drove the career-pathing program that lifted job satisfaction by 23%.
- **Ran an in-house consulting practice built on discovery:** interviewed teams, then designed what they lacked, from roles and hierarchy to success metrics, tools and templates, plus customer-facing solutions spanning hiring and psychological assessments. Voice of the customer ran as a standing NPS practice line.
- **Selected from 500 HR professionals globally** for the Netherlands high-potential assignment at global HQ: implemented the CrunchHR predictive modeling platform, created the global mobility program, and ran the annual engagement survey through 57 global PMs.
- **Built career modeling end to end:** hiring profiles, competency frameworks, promotional guidelines and 70/20/10 learning paths, plus the high-potential and succession programs that ran on them. Also ran operating-model and value-stream redesign using agile, Prosci and design thinking, and managed the HR analytics teams.

CONCURRENT ENGAGEMENTS & BOARD SERVICE

- **Independent Sector:** Fractional Learning Consultant (Jun 2026 – present). Designed and facilitate the Advocacy Activation Validation Series: a 13-nonprofit cohort proving the model before it scales digitally to the 1.8 million US nonprofits. National Advisory Board, Center of Excellence on the Nonprofit Workforce.
- **The Executive Leadership Council, via E210 Holdings:** Sales Infrastructure Engagement (May 2026 – present). Site automations, sales campaigns and communications, stakeholder relations, and dashboards, reporting and analytics on Smartsheet.
- **Western Governors University:** Program Advisory Council (Apr 2026 – present). Recruited to advise on the Management Program in the College of Business; invited after three months to the council for the full MBA program, governing the AI-era redesign of WGU's MBA for 6,141 active students and 31,676 graduates since 2014, average learner age 41.
- **CulTRUE,** Co-Founder & Chief Data and Consulting Officer (May 2026 – present). AI and data strategy for a workforce-intelligence startup, including the scoring metric and delivery tooling. Built the MVP now used in client proposals: an AI-forward employee alignment tool scoring a workforce against five fulfillment factors and stated company values, analyzing and solutioning for microcultures, closing with an individual action plan and a collective team plan.
- **College Clinic,** Founding Board Member (2005 – present). A nonprofit preparing students and parents for college through academic readiness, financial literacy and life skills.

ADDITIONAL EXPERIENCE

- Faculty, MS Human Resource Management (Workforce Planning), Northeastern University: Aug 2021 – May 2022
- Senior Data & Financial Analyst, Turner Broadcasting System: 2004 – 2007
- Senior Staff Accountant, National Linen Service (now AlSCO): 2001 – 2004

EDUCATION

- **Ed.D., Organizational Leadership Studies:** Northeastern University, 2019. Dissertation: "The quest for innovation: learning systems and innovativeness within a global organization," grounded in Parsons's theory of social systems and in Schwandt and Marquardt's organizational learning systems model.
- **MBA, HR Management & Organizational Change · MS, Career Counseling:** Georgia State University
- **BBA, Finance & Accounting:** University of Cincinnati (full academic scholarship)

CERTIFICATIONS & TECHNOLOGY

- **Held:** Certified Personal and Executive Coach (Center for Applied Positive Psychology) · Georgia Tech Lean Six Sigma Green Belt · Hogan · Korn Ferry 360 · DiSC · CliftonStrengths · Predictive Index · EQ-i · Change Style Indicator · Positive Intelligence · RW3 CultureWizard.
- **In progress:** ICF Associate Certified Coach (ACC) · Maxwell Leadership facilitation credential.
- **Learning & talent platforms:** Workday (Learning, Talent, SkillsCloud) · Skillsoft · Coursera · Cornerstone · Intellum · Canvas · Hivebrite · SuccessFactors · HireVue
- **Data, operations & AI:** DOMO · CrunchHR · Smartsheet · Salesforce · Airtable · robotic process automation · Claude · ChatGPT · Gemini · Manus · Base44 · Gamma

COURSES I'VE WRITTEN

- **Eleven original courses** written and taught, including Design with A.G.I.L.E. · The LEAN Thinker · Data as the Key to Storytelling · Influencing Without Authority · Leading Executive Conversations · Coaching for Performance. Separately I curate and facilitate a licensed four-tier leadership library, individual contributor through enterprise leader.

HONORS & AWARDS

- **OnCon Top 50 Global L&D Professionals, 2023** (Top 100, 2022), peer-voted · CEO Global Circle of Excellence, Equifax, 2021 · Brandon Hall Group Excellence in Onboarding, 2022 · TALiNT Partners finalist, Best Innovation and Excellence in Onboarding, 2022 · One Equifax Award, six times, 2020 – 2024 · Marquis Who's Who in America, 2024; in Education, 2026 · Randstad Presidents' Club, 2017