

RENAE SCHRAMM

Mesa, AZ | renaeschramm.work | linkedin.com/in/renaeschramm

PEOPLE LEADERSHIP, ENABLEMENT & IMPLEMENTATION LEADER

People Development • Onboarding & Training • Cross-Functional Execution • Change Enablement

People, enablement, and implementation leader with 20+ years helping teams navigate complexity, build capability, and move work from ambiguity into execution. Spent 15 years at Target in leadership, training, business systems, and program roles, then led an implementation team and later managed a payroll team at ADP before building client-facing businesses. Known for recognizing patterns and gaps, creating practical structure, developing people, and aligning cross-functional partners through change.

CORE STRENGTHS

People Leadership & Development • Onboarding & Training • Learning Enablement • Facilitation • Workforce Readiness • Cross-Functional Execution • Stakeholder Alignment • Influence Without Authority • Change Enablement • Synthesis & Adaptability • Planning & Prioritization • Process Improvement • Program Execution

PROFESSIONAL EXPERIENCE

Residential Real Estate Transaction Coordination | Independent Transaction Coordinator **2020 - 2026**

- Managed compliance-heavy Massachusetts residential transactions from offer through close, coordinating documentation, deadlines, signatures, and communications across agents, attorneys, and lenders to keep everyone informed and transactions moving.

Heart to Soul Wellness LLC | Founder, Coach & Facilitator **2017 - 2026**

- Built and operated a client-facing coaching business, managing the full client experience across program design, facilitation, communication, scheduling, invoicing, and marketing.
- Designed structured programs, learning experiences, tools, and resources to help clients navigate complex decisions and personal change; refined them based on client response and progress.
- Pursued extensive training in coaching, facilitation, and mind-body modalities, deepening my ability to listen for what is not being said, recognize patterns, ask meaningful questions, hold space through uncertainty, and help people move toward greater clarity and ownership.
- Applied AI tools to streamline business operations and support the development of client communications, marketing content, learning materials, and structured resources, improving clarity, consistency, and efficiency.

ADP | Tempe, AZ

Manager, Payroll / Team Lead, Implementation **2017 - 2020**

Led Implementation Payroll Support specialists responsible for client payroll onboarding and project coordination in a high-volume, regulated B2B environment, while personally handling escalations. Later promoted to manage a payroll team supporting clients after go-live. Took on the payroll role without prior payroll experience, learned the work deeply enough to understand team challenges and support escalations, and earned credibility with an initially skeptical team.

- Identified gaps in the existing new-hire training while completing it, then rebuilt the program for Implementation Payroll Support representatives, including the learning sequence, practical activities, and review tools. The redesigned program was later adopted department-wide.
- Hired and led temporary Implementation Payroll Support employees across remote and onsite locations, including traveling to Norfolk, VA to onboard and train a new remote team; several temporary hires later converted to permanent roles.
- Coordinated assignments across teams and locations by balancing client complexity, deadlines, workload, capacity, individual strengths, and development opportunities; built trusted relationships with specialists and used direct, transparent communication to align work with realistic capacity.
- Stepped into complex client implementations and escalations when capacity tightened, taking ownership of difficult client work myself to relieve team workload, maintain delivery, and stay close enough to the work to provide credible guidance and support.

- Built a strong mentoring relationship with an employee who had been particularly skeptical early in my tenure, helping them recognize leadership potential they did not initially see in themselves; they later took ownership of the new training curriculum and advanced into a Team Lead role.

Target Corporation | Tempe, AZ

Expanded from frontline people leadership and training into enterprise systems, project execution, process improvement, and strategy translation. Recognized with Leader of the Quarter and other performance and contribution awards.

Business Architect - Retail Environment

2015 - 2016

- Led development and implementation of a capability assessment process that created a shared view of current performance and gaps, informing strategy discussions and leadership decision-making.
- Translated ambiguous business needs into practical frameworks and shared language, connecting strategic objectives with business processes, procedures, and operational realities.

Project Manager - Contact Center Technology (Business Systems)

2012 - 2015

- Managed technology and process-improvement initiatives across five domestic contact-center business units, partnering with IT, legal, operations, vendors, and business leaders; tracked dependencies, surfaced issues, and used recurring project meetings, status updates, escalation, and leadership communication to keep work moving.
- Led an accessibility project after an agent with a visual impairment was hired and needed an accommodation to use contact-center systems and take calls. Secured a JAWS vendor, wrote requirements, coordinated testing, translated user feedback into fixes, escalated issues, and kept leaders updated; the solution became a scalable standard for future accessibility hires.
- Served as SME for multi-year address-change compliance work as requirements expanded across states, coordinating requirements, system changes, issue resolution, and status updates through multiple iterations that improved automation, cost-effectiveness, and operational consistency.
- Proposed and secured approval from both departments for a 90-day developmental assignment that created a path for a senior non-exempt specialist to pursue a significant jump into an exempt Business Systems role. Department leaders assigned her a real project, and I mentored her through it; she demonstrated her readiness and was hired into the permanent role.

Senior Team Development Leader / Trainer / Team Development Leader

2001 - 2012

- Led teams of 15-20 employees while coaching performance, handling escalations, developing future leaders, improving processes, and keeping day-to-day operations moving.
- Researched and pitched expansion of an existing Coaching Specialist team by three roles; after identifying another strong candidate during interviews, successfully advocated for a fourth position.
- Designed and facilitated new-hire, leadership, customer service, soft-skills, and systems training for 250+ employees and leaders, using practical examples, activities, and stories to make learning usable on the job.
- Selected for two separate two-week assignments in India to onboard and train Target India quality-monitoring employees in Bangalore and an external vendor team in New Delhi; adapted the training and facilitation in both locations across language and cultural differences.
- Facilitated rollout of a major web-based GUI replacing DOS workflows, coordinating training progress and leadership updates while helping 250+ employees and leaders adopt the change.

EDUCATION & LEADERSHIP

Bachelor of Science, Business Management | University of Phoenix | Phoenix, AZ | 2011

Associate of Applied Science, Financial Services | Southeast Technical Institute | Sioux Falls, SD | 2000

Toastmasters: Two-term Club President; Competent Communicator; Best Speaker; Select Distinguished Club status.

TECHNOLOGY

Microsoft 365, Microsoft Teams, SharePoint, Canva, ChatGPT, Claude