

Contact

glendalenwilliams@gmail.com

www.linkedin.com/in/glendalen-williams-934aa09 (LinkedIn)

Top Skills

Succession Planning

Performance Management

Leadership

Glendalen Williams

Human Resources and Realtor

New Orleans

Summary

Successful 30+ year career with McDonald's Corporation in Human Resources, Operations and Training. Have a track record of developing people, strategic planning, systems and tools to maximize operational efficiencies, profitability, and productivity in the region. Demonstrate the ability to build strong relationships with key stakeholders to align and drive business results.

Experience

Keller Williams Realty 455-0100

Real Estate Agent

January 2018 - Present (2 years 10 months)

Metairie, Louisiana 70002

Coldwell Banker Howard Perry and Walston

Realtor

June 2014 - February 2017 (2 years 9 months)

North Carolina Central University

Adjunct Faculty

October 2012 - December 2012 (3 months)

Durham, North Carolina

Responsible for teaching students reading strategies to improve their performance in reading, comprehension, writing and critical analytical skills at a college level.

McDonald's USA, LLC

13 years 1 month

Human Resources Director

March 2005 - March 2011 (6 years 1 month)

Provided leadership and coaching to regional officers to ensure that people strategies, such as staffing, retention, performance management, succession planning and diversity, are consistent with the current and future needs of

the business. Responsible for serving staff in the region and franchisees who managed 600+ restaurants in the regional area. Build trust banks in the community to enhance the McDonald's brand.

Human Resources Manager

March 2003 - March 2005 (2 years 1 month)

Indianapolis, Indiana

Created and executed people initiatives that drive the region's business results. Provided counsel on Human Resources systems to all key stakeholders including regional leaders and franchisees. Responsible for execution of people strategies to align with business needs in the region. Re-introduced the Performance Development System to the region, which resulted in improved business and people results. Developed and executed diversity plans for the region.

McDonald's Corporation Trainer

March 1998 - August 2003 (5 years 6 months)

Hamburger University, Division and Region

Served as liaison to regions/countries on Restaurant Management Development curriculum and restaurant training tools. Provided leadership and coaching to a team of international professors, with delivery of Restaurant and Business leadership courses at Hamburger University. Designed and conducted staff training classes, seminars, and workshops throughout the Eastern Division that influenced individuals' behaviors and improved business results.

Education

Benedictine University

Doctor of Philosophy (Ph.D.), Organizational Development and Change · (2008 - 2011)

Benedictine University

MBA · (1999 - 2001)

Loyola University New Orleans

Bachelor of Business Administration - BBA