

EXECUTIVE DEVELOPMENT ROUNDTABLE EDRT

Boston University School of Management • 595 Commonwealth Avenue • Boston, MA 02215
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EDRT Fall 2013 Meeting October 16-17, 2013 Hotel Commonwealth, Kenmore Square Boston, MA



Developing Leaders for Today and Tomorrow: The Power of Relationships and Developmental Networks

The Fall 2013 EDRT Meeting will be on October 16-17 at Hotel Commonwealth in Boston, MA. The meeting advances our Spring 2013 theme on the global future of leadership development and will explore *how* individuals and organizations develop leaders across the changing landscape.

EDRT is delighted and pleased to announce that world-class scholars, authors and consultants [Kathy E. Kram](#), the Shipley Professor in Management at the Boston University School of Management, and [Monica Higgins](#), Professor of Education at Harvard's Graduate School of Education, will be the meeting's keynote speakers. Their session, *A New Mindset on the Critical Role of Mentoring in Leadership Development: A Developmental Network Approach* will be thought-provoking, valuable and timely for developing leaders for both today and tomorrow.

Kathy Kram's expertise and primary interest are in the areas of adult development, relational learning, mentoring, and diversity issues in executive development, leadership, and organizational change. Her current research explores the nature of peer coaching, mentoring circles, and developmental networks as part of her ongoing program of research on relational learning and leadership development.

Monica Higgins's expertise, research and teaching focus on the areas of leadership development organizational behavior, teams, entrepreneurship, and strategic human resources management. She is currently studying the effectiveness of senior leadership teams in large urban school districts across the United States and the conditions that enhance organizational learning.

We are also very excited that [Michael Campbell](#), Faculty for Delivery and Research at the Center for Creative Leadership ([CCL](#)), will also share his work in this domain. Michael's work focuses on talent management, succession management, high potential leaders as well as senior executive leadership.

We will also be celebrating **EDRT's 25th Anniversary** at the Fall meeting, along with engaging Application Panel sessions and the 2013 Marion Gislason Award ceremony. It will surely be an active, provocative, thoughtful and rewarding gathering! The meeting agenda and speaker biographies follow.



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AGENDA

Pre-meeting: Tuesday, October 15, 2013

6:00 pm – 8:00 pm **Informal Welcome/ Networking Gathering for EDRT Members and Guests – Hawthorne Lounge**
Appetizers & Cocktails

Day 1: Wednesday, October 16, 2013

7:30 am – 8:30 am **Breakfast**

7:30 am – 8:15 am **New Member/Guest Orientation – Longwood Room**
Jack McCarthy, Director of EDRT, Associate Professor of Organizational Behavior, Boston University

8:30 am – 9:15 am **Welcome, Introductions – Esplanade Ballroom**
Jack McCarthy, Director of EDRT, Associate Professor of Organizational Behavior, Boston University

9:15 am – 10:15 am **EDRT Discovery Café – Esplanade Ballroom**
Kristina Brunelle, Director, Learning & Development North America, Vistaprint
Joann Jones, Executive Director, Leadership Development, Cummins, Inc.

10:15 am – 10:30 am **Break – Foyer**

10:30 am – 11:00 am **EDRT Discovery Café (Continued)**
Kristina Brunelle, Director, Learning & Development North America, Vistaprint
Joann Jones, Executive Director, Leadership Development, Cummins, Inc.

11:00 am – 12:30 pm **Developing Others Using Developmental Networks– Esplanade Ballroom**
Michael Campbell, Faculty for Delivery and Research at the Center for Creative Leadership (CCL)

12:30 pm – 1:00 pm **Lunch – Commonwealth Room**

1:00 pm-1:30 pm **2013 Marion F. Gislason Award Ceremony - Commonwealth Room**
Recipient: Kathy E. Kram, Shipley Professor in Management at the Boston University School of Management

1:45 pm – 3:00 pm **A New Mindset on the Critical Role of Mentoring in Leadership Development: A Developmental Network Approach – Esplanade Ballroom**
Kathy E. Kram, Shipley Professor in Management at the Boston University School of Management
Monica Higgins, Professor of Education at Harvard's Graduate School of Education

3:00 pm – 3:30 pm **Break – Foyer**

3:30 pm – 5:00 pm **A New Mindset on the Critical Role of Mentoring in Leadership Development: A Developmental Network Approach – Esplanade Ballroom**
Kathy E. Kram, Shipley Professor in Management at the Boston University School of Management
Monica Higgins, Professor of Education at Harvard's Graduate School of Education

5:00 pm – 5:30 pm **Free Time**

5:30 pm – 8:30 pm **EDRT 25th Anniversary Celebration**
Reception & Dinner – Foyer & Commonwealth Room



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Day 2: Thursday, October 17, 2013

- 7:30 am – 8:30 am **Breakfast – Foyer**
- 7:30 am – 8:15 am **Steering Committee Meeting – Olmsted**
Open to all EDRT Members
- 8:30 am – 9:00 am **Steering Committee Update & After Action Review – Esplanade Ballroom**
COL (Ret) Charles D. Allen, Professor of Leadership & Cultural Science, U.S. Army War College
- 9:00 am – 10:00 am **Company Application Panel: Essilor of America & Allen Interactions**
*Mary Abraham, Director Digital Learning Products, Center for Creative Leadership (CCL),
Corey Milnes, Strategic Relationship Manager, Allen Interactions
Fred Dierksmeier, Training Director, Essilor of America*
- 10:00 am – 10:15 am **Break – Foyer**
- 10:15 am – 11:15 am **Company Application Panel (Continued): Boston Scientific Corporation**
*Alicja Januszewicz, Talent Development Human Resources, Boston Scientific Corporation
Stephanie Gonzalez, Senior Clinical Education Specialist, Endoscopy, Boston Scientific Corporation
Luci DeRosa, Director of Customer Service, Boston Scientific Corporation
Boni Bonneville, IP Paralegal, Boston Scientific Corporation*
- 11:15 am – 12:00 pm **Applying the Learning: Roundtable Session on Power of Relationships and Developmental Networks**
Jack McCarthy, Director of EDRT, Associate Professor of Organizational Behavior, Boston University
- 12:00 pm – 12:30 pm **Wrap-up and Final Reflections**
Jack McCarthy, Director of EDRT, Associate Professor of Organizational Behavior, Boston University
- 12:30 pm – 1:30 pm **Lunch – Commonwealth Room**

EXECUTIVE DEVELOPMENT ROUNDTABLE (EDRT)

EDRT is a dynamic, peer-based learning consortium and research center open to all organizations that view leadership development as a critical strategic resource. The Creative Leadership Council is a forum of select EDRT members in collaboration with the Center for Creative Leadership.



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Speaker Biographies



**Kathy E. Kram
Shipley Professor in Management
Boston University
School of Management**

Kathy E. Kram is the Shipley Professor in Management at the Boston University School of Management. Her primary interests are in the areas of adult development, relational learning, mentoring, diversity issues in executive development, leadership, and organizational change processes. In addition to her book, [Mentoring at Work](#), she has published in a wide range of journals including [Organizational Dynamics](#), [Academy of Management Journal](#), [Academy of Management Review](#), [Harvard Business Review](#), [Business Horizons](#), [Qualitative Sociology](#), [Mentoring International](#), [Journal of Management Development](#), [Journal of Management Education](#), [Journal of Management Inquiry](#), [Organizational Behavior and Human Performance](#), [Career Development International](#), and [Psychology of Women Quarterly](#). She is co-editor of [The Handbook of Mentoring at Work: Theory, Research and Practice](#) with Dr. Belle Rose Ragins.

She is currently exploring the nature of peer coaching, mentoring circles, and developmental networks as part of her ongoing program of research on relational learning, and leadership development. She is a founding member of the Center for Research on Emotional Intelligence in Organizations (CREIO). During 2000-2001, she served as a visiting scholar at the Center for Creative Leadership (CCL) during which time she worked on a study of executive coaching and its role in developing emotional competence in leaders. She served as a member of the Center's Board of Governors from 2002-2009.

Professor Kram teaches undergraduate, MBA and Executive MBA courses in Global Management, Leadership, Team Dynamics, and Organizational Change. She consults with private and public sector organizations on a variety human resource management concerns. She received her B.S. and M.S. degrees from M.I.T. Sloan School of Management, and a Ph.D. from Yale University. In 2011 she received the Everett Hughes Award for Outstanding Scholarship from the Careers Division of the Academy of Management.

In collaboration with Dr. Wendy Murphy, she is working on a new book entitled [Relationships That Matter: Creating Connections at Work with Meaning and Purpose](#) to be published during the summer of 2014 by McGraw-Hill.

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**Monica Higgins
Professor of Education
Harvard Graduate School of Education**

Monica Higgins joined the Harvard faculty in 1995 and is a Professor of Education at Harvard's Graduate School of Education (HGSE) where her research and teaching focus on the areas of leadership development and organizational change. Prior to joining HGSE, she spent eleven years as a member of the faculty at Harvard Business School in the Organizational Behavior Unit. Her book, "Career Imprints: Creating Leaders Across an Industry" (2005) focuses on the leadership development of executives in the biotechnology industry. In education, her research interests straddle higher education and urban public schools. Specifically, she has a longitudinal

multimedia project underway on the careers and social networks of the Harvard Business School Class of 1996. In addition, Professor Higgins is studying the impact of organizational climate and the effectiveness of senior leadership teams in large urban school districts across the United States. While at Harvard, Professor Higgins' teaching has focused on the areas of leadership and organizational behavior, teams, entrepreneurship, developmental networks, and strategic human resources management.

Professor Higgins has taught in education leadership programs for The Broad Foundation and for New Leaders for New Schools and in many corporate executive education programs. Before academia, she held marketing and organizational consulting positions at American Express Travel Related Services, BankBoston, Bain & Company, and Harbridge House. Professor Higgins earned her A.B. in Policy Studies with a focus in Organizational Behavior from Dartmouth College, her M.B.A from the Amos Tuck School of Business Administration, her M.A. in Psychology from Harvard University, and her Ph.D. in Organizational Behavior jointly from the Harvard Business School and the Harvard University Graduate School of Arts and Sciences. Professor Higgins lives in Cambridge, Massachusetts with her husband, Michael, and has three daughters, Sarah, Rebecca, and Mikayla.

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Michael Campbell
Faculty for Delivery and Research
Center for Creative Leadership (CCL)

Engaged in both facilitation and research, Michael's work has focused on such topics as talent management, succession management, high potential leaders, as well as senior executive leadership. He is co-creator of CCL's Talent Sustainability Framework as well as CCL assessment tool the *Talent Orchestrator*. Through research, design, and facilitation Michael has worked with and supported clients representing manufacturing, retail, and professional services organizations. He has designed and trained workshops on coaching effectiveness, executive selection, and vision. Michael has conducted several webinars for CCL's Leading Effectively Webinar Series, and has co-designed experiential modules, tools, and activities for CCL programs.

Michael has partnered and collaborated with organizations such as the Human Capital Leadership Institute in Singapore, Bersin & Associates, Michigan State University, Chalmers University of Technology in Sweden and the Indian School of Business. He has presented at conferences hosted by organizations such as the Academy of Management, the International Leadership Association, the American Society for Training and Development, and the Conference Board.

As a member of CCL's Global Markets Americas group, Michael serves as a facilitator, trainer, coach, and researcher. As a Portfolio Manager he provides design support and subject matter expertise for solutions that help leaders responsible for 'leading managers' in their organizations. He trains in the *Leading Teams for Impact* program and *Leadership Development Program* in addition to customized design and delivery work. He is also a lead researcher on CCL's initiative to examine talent and succession management in a global context, and CCL's Senior Executive Research Initiative.

Michael earned a B.S. in Business and an M.A. in Communication from the University of Colorado. He is certified as a CCL executive coach and certified on the CCL Assessment Suite of instruments, the Hogan Leadership Assessments, and the 4MAT® design methodology.

Michael is co-author of the industry and best practice report *High-Impact Succession Management: Best Practices, Models, and Case Studies in Organizational Talent Mobility*, as well as the guidebook *Talent Conversations*. He has also co-authored multiple whitepapers such as *High Potential Talent: A View from Inside the Leadership Pipeline* and *Boundary Spanning Leadership*. Michael is also a Lecturer at the University of Colorado at Colorado Springs.

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Joann Jones
Executive Director, Leadership Development
Cummins, Inc.

Joann is currently with Cummins, Inc. where, as Executive Director, Leadership Development, she provides leadership solutions to leaders at all levels globally. Prior to joining Cummins Joann held the position of Vice President Talent Management with The ServiceMaster Company where she was responsible for all organization development, employee development and training processes. Before her work at ServiceMaster, Joann held senior Leadership Development and Human Resources Development positions at Beverly Enterprises, a long-term care and health services provider, and Chiquita Brands, an international foods company. Earlier in her career, Joann held Human Resources positions with Gulf Oil Corporation, Ernst & Young and The Contact Group, a boutique consulting firm specializing in Training and Development solutions. Joann holds MEd and PhD degrees in Counselor Education from the University of Pittsburgh, an MBA from Case Western Reserve University and a BA in Sociology from Northwestern University.



Kristina Brunelle
Director of Talent & Development, North America
Vistaprint

Kristina Brunelle feels privileged to work in a field she truly enjoys as the Director of Talent & Development for North America at Vistaprint. Responsible for local as well as enterprise-wide learning initiatives across the globe, her team is currently working on Manager & Leadership Development as well as organizational development efforts focused on cross-functional collaboration and team dynamics.

Before joining Vistaprint Kristina worked at The Forum Corporation as a Senior Engagement manager, helping Fortune 100 companies in the areas of leadership development and employee engagement. Prior to that she spent 8+ years in the world of technology consulting at Novell and Cambridge Technology Partners, in their Learning & Development departments. Before moving to the “corporate world” she worked at her alma mater for both an environmental organization, University Leaders for a Sustainable Future as well as for their Conference Board. Earlier in her career she ran a non-profit in the South End of Boston, helping teenagers and young adults learn computer skills, interview well and do their taxes. And many moons ago she was a staff member with The Urban Outing Club, an organization that took people hiking, biking, skiing and skydiving (no, she has not dropped out of a plane herself... yet).

Kristina’s interests lie in coaching and group dynamics, particularly as they relate to developing relationships and building trust. Having spent the last 4 years focused on management development for Vistaprint, she is excited to be diving back into the world of leadership development as Vistaprint matures as an organization.

With a BA in Child Development & Spanish from Tufts University and a Master’s of Education from Harvard she considers herself a life-long learner with aspirations to someday complete an MBA. When she is not traveling for work she enjoys reading, practicing yoga and spending time with her husband and two children.

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**Charles D. Allen
Professor of Leadership and Cultural Studies
U.S. Army War College**

Colonel (retired) Charles D. Allen culminated a 30-year Army career as Director, Leader Development and is currently the Professor of Leadership and Cultural Studies in the Department of Command, Leadership, and Management at the United States Army War College, Carlisle Barracks, PA.

A 1978 graduate of the United States Military Academy at West Point, he had 11 years of overseas assignments in Germany, Honduras, and South Korea. Airborne and Ranger-qualified, his military education includes the U.S. Army Command and General Staff College, the School of Advanced Military Studies, and the United States Army War College. Prof Allen has served in leadership and staff positions from platoon through Corps (I and V Corps) in Army and Joint Commands. He also served as an instructor and assistant professor of Engineering Management at West Point.

His areas of interest are Strategic Leadership, Creativity and Innovation, and Organizational Change. In addition to authoring and co-authoring material for the USAWC curriculum for the core courses in Strategic Leadership, he is the author and co-author of two chapters in *Strategic Leadership: The General's Art* (2008). His works are also published in *Joint Force Quarterly*, *Parameters*, *Military Review*, *Armed Forces Journal*, *Army Magazine*, *Journal of Installation Management*, *Army Professional Readings*, *Small Wars Journal*, and *Southern Business Review*. Professor Allen is a member of the Board of the Directors for the Pennsylvania Education Policy Fellowship Program and a 2004-2005 Fellow of the program.

He is a contributor and member of the "On Leadership" panel of the Washington Post. Prof Allen is the Steering Committee Chairman for the Executive Development Roundtable hosted by Boston University. Professor Allen is a member of the community of practice for the Army Profession/Profession of Arms Campaign and has conducted studies of professional military education for the U.S. Army.

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Jack McCarthy

**Director of the Executive Development Roundtable
Associate Professor of Organizational Behavior
School of Management
Boston University**

Jack McCarthy is an Associate Professor of Organizational Behavior in the School of Management at Boston University, where he also serves as the Director of the Executive Development Roundtable. He teaches courses on leadership and organizational behavior in the undergraduate, MBA, international and executive programs. Additionally, he designs and leads a year-long seminar series on leadership for the Hubert H. Humphrey Fellowship Program at Boston University, comprised of mid-career professionals and scholars from developing nations studying in the United States. He also serves as the Faculty Director for the university's core undergraduate Organizational Behavior course, where he and colleagues have received major grant funding from the university to help Redesign the Undergraduate Learning Experience, in recognition of their ongoing innovations in teaching and learning. Most recently, Jack was awarded the 2012 Broderick Prize for Excellence in Teaching by the School of Management at Boston University, the school's highest honor for teaching.

Jack was previously an Assistant Professor at the University of New Hampshire, where he launched and led the undergraduate business program at the university's urban campus in Manchester, NH and was the recipient of the college-wide 2005 Teaching Excellence Award. Having taught for four summers in residence in China, he received the 2009 Faculty of the Year Award from the International MBA Cohort at Boston University.

With research interests in leadership, executive development, strategic change, and global sustainability, Jack's work has been published in leading journals, and he is a frequent speaker at academic and professional conferences in the US and abroad on leadership and organizational change. Having served over fifteen years in corporate finance as a financial analyst, manager, and senior executive in operating divisions of the Raytheon Company, Schlumberger Ltd. and W.R. Grace & Co. prior to his career transition into academia, Jack draws heavily upon his real-world management and leadership experience in his teaching and research. He also serves as a leadership development consultant for executives and senior management teams in various industries, and has performed executive coaching, meeting facilitation, and strategic planning sessions in the areas of leadership, team dynamics and organizational change.

In addition to a DBA in Organizational Behavior from the Graduate School of Management at Boston University, he received an MBA with a concentration in Finance from Babson College, and a BA in Economics from the University of Massachusetts at Amherst. A native Bostonian, and an alumnus of The Boston Latin School, Jack is an avid Boston sports fan and still plays competitive ice hockey, although at an increasingly less competitive pace.

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**Mary Abraham
Director Digital Learning Products
Center for Creative Leadership (CCL)**

Mary brings 20 years of experience to CCL with a unique blend of skills in technology and business and demonstrated success in creating product strategy, negotiating flexible business models, and developing software solutions for a variety of digital training products. She has an entrepreneurial spirit and a passion for getting new projects off the ground.

Mary spent nearly a decade at Element K, a leading solution provider in the online learning space, enabling employee development for corporations, government agencies, educational institutions and individual professionals across the globe. She held many roles in her tenure at Element K, most recently as the Director of Content and Channel Partnerships. In that role, Mary had the opportunity to launch new products in various markets including the US, UK, India, and China and managed Element K's localization strategy, building dual shore capabilities in the US and India. She negotiated unique partnerships to expand product and distribution capabilities with her team managing over 50 unique partnerships. Mary built an international channel support organization providing 24/7 assistance to distribution partners in nearly every time zone supporting all of Element K's channel categories.

Earlier in her career, Mary used her education as a hardware and software engineer to design and develop products that supported Sony Pictures' foray into digital movie distribution and Eastman Kodak's digital imaging business. Mary holds a patent for a token-based architecture enabling secure delivery of digital files over the internet as a consultant for Sony Pictures in 2001.

Mary joined CCL in 2012 as the Director of Digital Learning Products. In this role, she leverages CCL's partnerships, vendors, intellectual property, distribution channels, support functions, and technology platforms to design, develop, implement, and support an economically viable and impactful suite of technology-enabled learning focused on leadership development for organizations and individual leaders.

Mary holds a Bachelor's degree in Computer Engineering and a Master's degree in Computer Science from Rochester Institute of Technology.

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**Corey Milnes
Strategic Relationship Manager
Allen Interactions**

Prior to joining the Allen Interactions team in 2011, Corey held positions at several highly respected training organizations, including SkillSoft, Element K, KnowledgeNet and was one of the original members of the first New Horizons Computer Learning Centers in the US during the 1990's. A true learning professional, he believes in ongoing professional development and continually strives to stay abreast of industry trends and new learning strategies.

Corey is a seasoned sales executive with proven success in aligning learning solutions to meet customer's business objectives. He tends to be a thoughtful, results oriented strategist and tactician, with C-level presence and skillset. Corey utilizes a highly consultative sales methodology in working with enterprise, mid-size, and global market customers. He has experience in deploying enterprise-wide learning solutions with many Fortune 500 customers and tends to consistently develop high value business relationships with multinational clients and business partners.

He earned a Bachelor of Arts degree in Marketing at Michigan State University. An accomplished speaker, Corey has presented many times at the ASTD Chapters throughout the country.



**Fred Dierksmeier
Training Director
Essilor of America**

In his current role, Fred has responsibility for the professional development and training of employees in Essilor of America's extensive network of 128 optical laboratories with more than 6000 employees. After joining Essilor in early 2007, Fred has created and implemented a variety of training programs designed to improve technical, customer service, and leadership skills and knowledge. He also manages the succession planning and talent management programs for the Lab Group.

Serving in the United States Army for 21 years, Fred held a variety of command and staff positions in the 1st, 3rd, 4th, and 5th Infantry Divisions and the 2nd and 3rd Armored Division. His specialties included Force Modernization, Tactical Communications, and Training Development. His background in the military established his foundational belief that properly trained soldiers/employees are crucial to a units/organizations ability to successfully achieve their mission/objectives.

Fred's other professional experience includes positions in talent management, performance improvement, lean manufacturing and training development at Northrop Grumman, Blockbuster, and Countrywide Financial. His volunteer work includes the Boy Scouts, Kiwanis, Salvation Army, the Essilor Vision Foundation, and his church.

Fred graduated from the United States Military Academy at West Point with a B.S. in Civil Engineering and has earned an MBA from the Florida Institute of Technology.

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Alicja Januszewicz
Talent Development Human Resources
Boston Scientific Corporation

Alicja Januszewicz, Ph. D. is Talent Development Leader specializing in design, development and deployment of enterprise-wide learning solutions targeted at 25,000 employee population of Boston Scientific, a medical devices company headquartered in Natick, MA.

Alicja's experience includes several years of supporting and leading all aspects of Learning and Development programs such as: Global Talent Development curriculum at Boston Scientific, Global Learning Forum at Genzyme Corp., SOAR Diversity and Inclusion project at YMCA of Central Mass as well as building Global HR function for CrossComm/Olicom Corp., a small software startup company that over the years has become one of the "Best Places to Work".

Alicja teaches HR/OD around the globe. She has been an adjunct faculty at Clark University, Worcester, MA since 2005. Alicja Januszewicz received her Ph.D. in sociology with concentration in Human Resources from Polish Academy of Science and Copenhagen Business School.



Boni Bonneville
Intellectual Property Paralegal, Corporate Legal Department
Boston Scientific Corporation

Boni Bonneville is currently an Intellectual Property Paralegal for Boston Scientific Corporation. She has held this position since 2011. In this role, Boni provides IP support for the Endoscopy, Urology & Women's Health and Interventional Oncology divisions at Boston Scientific's Marlborough campus, coordinating the patent portfolios and Patent Review Boards for all three groups. Boni is also responsible for administration of the company-wide Patent Recognition Program, which awards Boston Scientific inventors for their IP contributions. Boni also provides IP support to the company's Recognize Development Excellence awards program.

Boni joined Boston Scientific in 2006 as a Legal Administrative Assistant, supporting the VP, Chief Patent Counsel for the Endoscopy, Urology & Women's Health, and Interventional Oncology groups. During the five years leading up to her promotion, Boni was responsible for supporting the US and foreign patent prosecution for these divisions. Prior to joining Boston Scientific Corporation, Boni worked for a start-up company, where she had the opportunity to prepare and submit an FDA Premarket Device Application 510(k). Boni has also worked as an Educational Specialist for a non-profit agency, training clients on the Welfare-to-Work program.

Boni is a member of the Women's Network Employee Resource Group, and on the committee for the Boston Scientific Mentoring Program. She is also a recipient of two Legal Department Impact Awards for outstanding contribution above and beyond her regular duties.

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**Luci DeRosa
Director of Customer Service
Boston Scientific Corporation**

Serving in this role since 2007, Luci oversees all aspects of service to the internal and external customers, strategic planning and international customer service. Previously, Luci served as Manager over the Call Center in Boston Scientific Corporation. In that capacity, she was specifically responsible for the external customers (hospitals and doctor's offices). That included forecasting and planning labor resources, achieving core metrics, customer relations, and employee management.

Luci joined Boston Scientific in May 2001, having an established 20+ year track record in customer service and call centers. She has built service centers that provide remarkable service levels and legendary service. Some achievements include receiving the JD Power Award for eight consecutive years and the Northface Award for ten consecutive years for exemplary customer service.

Prior to joining Boston Scientific Corporation, she was an integration Manager for AT&T Broadband and managed the Quality Assurance desk. This position included three large call centers that totaled over 3000 agents. Luci drove processes to organize systematic approaches to quantify labor and match call volume, thus making sure our customers are taken care of within their expected service level.

Luci earned her Bachelor of Science degree at Emerson College for Communications with a minor in Public Relations. She then attended Cambridge College for her Master's in Management. She is married and has three children.



**Stephanie Gonzalez
Senior Clinical Education Specialist in the Endoscopy Marketing
Boston Scientific Corporation**

Steph joined Boston Scientific in 2007. As a Senior Clinical Education Specialist, Steph manages all peer to peer Educational Programs in the Eastern and Southern Divisions. She also supports Endoscopy Tradeshows by providing clinical expertise in hands-on settings. She acts as a liaison to several cross-functional groups such as Product Management, Global Compliance and Sales while understanding business needs and partnering with Endoscopy physicians on educational initiatives.

Prior to Boston Scientific, Steph gained over ten years' experience in the healthcare industry in a patient care setting. As a renal care technician and preceptor, she trained nurses and technicians in dialysis theory and clinical applications.

Steph earned a Bachelor of Science in Finance from Merrimack College in North Andover, MA. She also holds a Medical Assisting Certificate from Bryman Institute in Brookline, MA.

Steph is co-Captain of the Women's Network Employee Resource Group, leading over 200 women in professional and personal development initiatives. She is also a member of Hola and Bridge ERGs. Steph is an Ambassador for the HBA (Healthcare Business Women's Association) and a strong supporter of Women's Leadership endeavors.