


MARGARET HAHN

Workplace Transformation. Collaborative Technology. Organizational Development.

Accomplished technology change leader with over a decade of experience in transforming organizations by embracing data backed change management strategies and leveraging collaborative technology. Passionate about modern workplace digital transformation, supporting people in their success, and organizational culture. Pair people-focused empathetic strategies with a sense of urgency to get the job done well while solving problems, building strong teams, and helping people be at their best.

EXPERIENCE

 margarethahn@gmail.com

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 Lincoln Square | Chicago, IL

Consultant

Modern Workplace Transformation

Jan 2020 - present

A Fortune 100 Healthcare Company

Chicago, IL

Directing change management, communications, training, and user adoption at a Fortune 100 healthcare company, transitioning to the cloud, Office 365, and modern collaboration tools. Designing and measuring implementation and adoption strategies to ensure lasting and sustainable change.

TECHNOLOGY EXPERTISE

Productivity: Microsoft Office 365

Productivity: Google Suite

Productivity: MS Teams | Slack

Productivity: iOS & Windows

Creative: Adobe Creative Suites

Creative: Adobe Audition

Learning: Camtasia & Captivate

SKILLS

Organizational transformation

Change management

Program & project management

Corporate communications

Employee engagement

Collaborative technology

Digital & cloud transformation

Design thinking

Graphic Design

Visual communications

Podcast production

Training & development

Diversity & inclusion

Senior Director

Technology Change Management

Sept 2016 – Nov 2019

Surgical Care Affiliates, part of United Health Group

Chicago, IL

Member of the Senior Leadership team, reported directly to the CIO.

Directed and managed all technology-related training, change, and communications activities undertaken by the technology team in support of the 200+ surgical facilities and 2,000 support services teammates.

- Spearheaded organizational change management portfolio and partnered with SCA facilities, support staff, and parent company United on change efforts and end-user change management strategy
- Directed 70+ people-impacting changes and projects simultaneously, including communications, change, and learning for all SCA teams, executing with speed, accuracy, and efficiency
- Executed multi-channel internal communications of complex concepts, simply and visually, for all IT and non-IT departments
- Lead and directed Office 365 / Modern workplace implementation transformation with an increased adoption and customer satisfaction of productivity tools 110% month over month, including new tools like SharePoint Online, Microsoft Teams, Yammer, and more.
- Other initiatives include: Intranet redesign and migration to SharePoint Online, Cyber Security efforts, Multi-factor Authentication, Windows 10 Upgrade, ServiceNow Implementation, and adoption of internal tools.
- Lead Women's Leadership Network initiative, including enterprise strategy for inclusion of all female teammates; supported Diversity & Inclusion program rollouts and efforts.
- Managed Information Technology Training budget, project budgets, and supported multi-million dollar budget and strategic vision.

EDUCATION

Bachelor of Arts

Women's Studies and History
Wells College

Bachelor of Fine Arts

Visual Communication: Graphic Design
International Academy of Design

Master of Education

Leadership in Educational Organizations
American Intercontinental University

CERTIFICATIONS

Change Practitioner

Prosci

Change Management

American Talent Development

Change Management

LaMarsh

Executive Non-Profit Management

Northwestern University

Executive Development Program

United Health Group

Level 1 Certified Educator

Google

Level 2 Certified Educator

Google

Level 1

PREFERENCES

Collaboration over siloes

Transparency over opaqueness

Blocking over long paragraphs

Smarter over harder

Improvement over stagnation

Focused work over meetings

Great over good enough

Values over profit

Teams / Slack over email

Director

Technology Change Management

Chicago Public Schools

May 2013 – Sept 2016

Chicago, IL

Member of the Senior Leadership team, reporting directly to the CIO.

Directed and managed all technology-related training, change, and communications activities supporting 600+ schools and 48,000 employees.

- Directed and managed enterprise transformation umbrella organization, overseeing Portfolio Management Office, Change Management team, organizational communications, learning and development, enterprise strategy impacting central office, schools, and employees.
- Program and project manager for Google Suite for Education implementation for 2nd largest world-wide G Suite user, leading initiatives including relationship management, productivity enhancement, collaboration, Google training site, Google Classroom pilot, Google Hangouts, Google Expeditions, and Googlepalooza (see the [New York Times](#) article about the work).
- Managed all aspects of the technology organization talent development program including setting the strategy, executing on hiring and position rotation decisions, staff development planning and execution, and alignment of participants with eventual full time positions within the organization.
- Designed, developed and implemented performance evaluation system and Individual Development Plan for IT and myriad other CPS departments.
- Overhauled departmental employee on-boarding program to optimize efficiencies and improve employee experience, and employee development plan program for 1500 office employees.
- Directed and oversaw Junior Talent Program, an 18-month rotational program for recent college graduates, including professional development, rotation assignments, mentoring, and steering committee.

Program Director

General Education

IADT – Chicago, part of Career Education Corporation

Oct 2008 – May 2013

Chicago, IL

Managed General Education program and responsible for faculty development, technology implementation, diversity and inclusion, organizational culture, and faculty satisfaction.

- Implemented student portal program with 65% increase in programmatic usage of internal learning management system, 100% faculty adoption within 2 terms and overhauled design & general education curriculum.
- Taught courses including Information Literacy, Design Fundamentals, College Success, Theory & History of Visual Design, Portfolio Development, Advanced Typography, Professionalism