

NICOLE HADDENHAM

Digital transformation leader focused on employee experience strategy, design and solutions

EXPERIENCE

Staff Product Manager, Employee Experience, Peloton Interactive

Remote | 2022–present

- Lead Enterprise Service Design team focused on solving real employee problems and reducing friction points through designing and building practical, usable, and innovative experiences.
- Developed a digital employee experience strategy to empower all employees to do their best work by harmonizing people, processes, and technology.
- As product coach, contribute to the formation and execution of an employee-centric product organization by engaging with individuals and teams to upskill and support.
- Served five months as interim Senior Director, People Technology, leading a delivery team responsible for developing solutions and configuration for global people technology stack (HRIS, ATS, payroll).

Director, Product Management (Employee Experience + People Operations), Charles Schwab

San Francisco, CA | 2018–2022

- Led multi-year HR digital transformation, including developing and introducing a new operating model, strategy, vendor assessment and selection, and implementation of ServiceNow HR Professional. Resulted in more than 40% increase in self-service interactions and 85% satisfaction rate with employee and service center representatives.
- Managed products portfolio and team of product managers focused on employee experience and operations in Workday and ServiceNow.
- Strengthened cross-functional communication, collaboration and change management through launch of successful change network.

Senior Team Manager, HR Digital Experience, Charles Schwab

Denver, CO | 2016–2018

- Developed practices, processes and governance to ensure a consistent and streamlined approach to HR-centric technology interactions.
- Created, deployed and managed knowledge base, including governance, workflows and style guides, and made ongoing data-driven improvements.
- As intranet product manager, guided teams in backlog prioritization and supporting launch activities through change management, product marketing and communication strategy development.
- Led a team of web developers who supported the HR knowledge base content and feature enhancements.

Head of Internal Communications, Tri-State G&T

Denver, CO | 2014–2016

CONTACT



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nicjoy.me

SKILLS & SOFTWARE

- Agile methodologies
- Change management
- Corporate communications strategy
- Digital transformation
- Digital workplace/intranet
- Employee experience
- Knowledge management
- HRIS (Workday, SuccessFactors)
- Product management
- SaaS platform implementation
- Service delivery (ServiceNow, Jira Service Desk)
- Service management (ITIL 4)
- Software development + collaboration tools (Confluence, Google, Jira, O365, ServiceNow, Smartsheet, Zoom)
- Writing and editing

EDUCATION

University of Denver

Masters Certificate of Advanced Study, Tech and Information Systems, Project Management

2011–2013

University of South Dakota

Master of Science, Administrative Studies, HR Management

2004–2006

University of Wyoming

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- Led award-winning intranet project, the deployment of which became a company benchmark and was recognized nationally for change management by PR Daily (best website launch).
- Built internal communications programs, standards, metrics and multi-year strategy and hired/developed high-performing team/organization to successfully implement.
- Developed and led a team of web designers and content creators to support internal corporate marketing, news and digital workplace functions.
- Product manager for employee-facing communication channels, including the company intranet, digital signage, reputation management (e.g., Glassdoor and LinkedIn company profiles) and internal email platforms.

Strategic Communications Project Manager, Tri-State G&T

Denver, CO | 2012–2014

- Initiated and led corporate communications and IT projects, established priority communications initiatives, created content, and executed deliverables.
- Managed strategic communications team.
- Product owner of corporate intranet and online glossary.

Corporate Communications Specialist, Tri-State G&T

Denver, CO | 2007–2012

- Developed ideas, researched, interviewed subjects, and wrote and edited articles for online and print publication.
- Managed corporate communications projects and publications, including content and production schedule.

Community Relations Coordinator, University of Delaware

Newark, DE | 2006–2007

- Served a one-year term as a full-time volunteer with the Delaware Mentoring Council through the AmeriCorps*VISTA program.
- Developed and implemented multi-pronged recruitment strategy and mentor database to reach mentors throughout the community.
- Researched and presented findings to public and private organizations and wrote reports and press releases for statewide distribution.

Journalist, Rapid City Journal Media Group

Sturgis, SD | 2003–2006

- Responsible for covering county court system, city and county police and county commission for bi-weekly newspaper with 7,400 subscribers and daily newspaper with circulation of 38,000.
- Supervised high school and college editorial interns.

Bachelor of Arts, Journalism

2001–2003

CERTIFICATIONS

Creative Writing, CCSF

In-progress

200-HR Yoga Teacher Training

2022

Prosci Certified Change Practitioner

2021

Psychology of Leadership

2020

Foundations of Positive Psychology

2019

AFFILIATIONS

Professional Businesswomen of California

Member, 2020–2021

Denver Creates

Founder, 2016–2019

Denver Jaycees

Board President, member, 2008–2012

VOLUNTEER WORK

826 Valencia

Creative Writing Tutor, 2022–Present

A Girl's Best Friend Rescue

Foster, 2021–Present

The Good Dog Rescue

Foster, 2018–2019

Denver Voice Board of Directors

President, Secretary, 2013–2015

Goodwill Industries

Mentor, Summer Bridge Program, 2016

Junior Achievement

Classroom Program Lead, Year–Year

SPEAKER/PRESENTER

Employee Communications Conference
Best Practices for Employee
Communications in a Digital Workplace

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Intranets for Internal Communications
Intranet Global Forum
Employee Experience Summit