

Divya Kendrick

Change Management Specialist

Prosci Certified Change Practitioner with 6 years of experience in communication planning, resistance management, and training design using ADKAR methodology, Power BI, SharePoint, and Miro. Raised employee satisfaction from 56% to 72.9% during a company-wide ERP migration by designing a tiered communication plan and holding coaching sessions with mid-level leaders. Trained 57 change ambassadors across consulting and in-house roles to support large-scale technology and process transitions.

CONTACT INFORMATION

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KEY SKILLS

- ADKAR Methodology
- Stakeholder Impact Assessment
- Communication Planning
- Power BI
- SharePoint
- Miro
- Resistance Management
- Training Design
- Change Adoption Metrics
- ACMP Standard for Change Management

PROFESSIONAL EXPERIENCE

2023 - Present

Change Management Specialist, Broadkill River Consulting Group, Middletown, DE

- Raised employee satisfaction from 56% to 72.9% during a company-wide ERP migration by designing a tiered communication plan and holding 48 coaching sessions with mid-level leaders over 5 months.
- Trained 34 change ambassadors across 4 departments, equipping each with ADKAR-based toolkits to support 1,740 employees through the transition.
- Reduced change resistance from 41.2% to 28.4% within the operations division by conducting impact assessments in Miro and addressing the top 9 concerns in weekly open forums.
- Created a SharePoint-based change tracker that consolidated feedback from 6 project streams, cutting status-reporting time from 7 hours to 2 hours per week.

2021 - 2023

Change Management Analyst, Smyrna Creek Technology Partners, Newark, DE

- Trained 23 change ambassadors to support a finance-system rollout, reducing reported resistance incidents from 87 to 38 over a 90-day adoption window.
- Drafted and distributed targeted communications for 820 employees using Axios HQ, achieving a 73.1% open rate and a 48.1% response rate on pulse surveys.
- Built Power BI dashboards that tracked 11 adoption KPIs, enabling the project sponsor to make data-driven decisions within 24 hours of each milestone.

2020 - 2021

HR Communications Coordinator, Red Clay Valley Services LLC, Wilmington, DE

- Coordinated internal messaging for a policy overhaul affecting 460 employees, contributing to a 40.9% improvement in employee satisfaction scores on the post-change survey.
- Compiled resistance data from 14 focus groups and summarized findings for senior leadership, helping reduce open objections by 29 within 6 weeks.
- Maintained a document library of 130 change artifacts in SharePoint, ensuring version accuracy and cutting retrieval time from 12 minutes to under 3 minutes per request.

EDUCATION

BS, Leadership

University of Delaware, Newark, DE | 2016 - 2020

CERTIFICATIONS

- Prosci Certified Change Practitioner, Prosci, 2022