MICHELE SLAWON TOKPAH, MPA

Learning Program Leadership · Organizational Strategy · Public Administration · Workforce Development

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EXECUTIVE SUMMARY

Master of Public Administration (MPA), Certified Workforce Development Professional (CWDP), and Certified Learning and Development Professional (CLDP) with 10+ years of measurable impact building workforce systems, leading capacity development programs, and driving human capital outcomes across Fortune 500 companies, government-aligned institutions, and civic organizations. Seven years advising individuals and families on Medicare, Medicaid, and Affordable Care Act coverage. Proven ability to translate policy goals into operational frameworks, mobilize diverse stakeholders toward shared impact, and design data-driven programs that scale.

CORE COMPETENCIES

Learning & Organizational Development ▪ Talent Enablement ▪ Workforce Policy & WIOA ▪ Program Design & Implementation ▪ Policy Analysis ▪ Program Measurement & Evaluation ▪ Institutional Capacity Building ▪ Workforce Capability Development ▪ Health Coverage & Benefits ▪ Organizational Development & Change Management ▪ Partnerships & Stakeholder Engagement ▪ Performance Analytics ▪ Budget & Vendor Management ▪ Executive Communications

PROFESSIONAL EXPERIENCE

Thermo Fisher Scientific *Sep 2025 – Present*

Senior Manager, Talent Enablement

- **Function Rebuild & Stabilization:** Rebuilt the division's learning and development function — redesigning onboarding with readiness checkpoints, role-based development pathways, and performance milestone frameworks — for a globally distributed workforce offering drug and vaccine development solutions and laboratory services.
- **Launch Readiness:** Deliver training, communications, and eLearning for every new product introduction, scaling support through a tiered high/medium/low prioritization model.
- **Regulated Content Governance:** Route all learning content through compliance and legal review, with technical content validated by PharmD and laboratory professionals.
- **Knowledge Platform:** Launched the division's first centralized SharePoint knowledge platform and quarterly newsletters, enabling governed, consistent access across distributed teams.
- **Cross-Functional Consulting:** Serve as strategic partner to Sales VPs across three sub-businesses and to Marketing, Operations, and Communications leaders, diagnosing capability needs and embedding learning solutions into daily operations.
- **AI Enablement:** Supported the development and launch of a Customer Insights Agent in Enterprise ChatGPT — scouting knowledge sources, developing prompts, and testing accuracy — and drove adoption through training, communications, and user feedback.

Honeywell *Jul 2023 – Sep 2025*

Senior Manager, Global Learning

- **Global Workforce Impact:** Directed a global capacity-building program spanning AI, cybersecurity, and sustainable energy portfolios across 900+ employees in 40+ countries, generating $39M in attributed revenue impact in FY2024.
- **Budget & Vendor Management:** Managed an approximately $1.1M budget for workshops, assessments, and platform licensing, aligning vendors with program priorities and securing continued program funding and executive support; led two direct reports and coordinated four regional leads and an India-based eLearning design team.
- **Competency Architecture:** Architected an enterprise career and competency framework spanning individual contributor through senior director, establishing leveling standards and skill progression criteria across a global, matrixed workforce.
- **MEL & Leadership Development:** Built Power BI dashboards and applied Kirkpatrick evaluation to analyze competency assessments for 972 employees across 17 regions, tracking capability KPIs and ROI; co-designed and co-facilitated FLSM Leading for Success for 30+ frontline managers, improving coaching competency scores by 23%.
- **Knowledge Governance:** Established a centralized content management system housing 3,700+ resources across all business units.

Microsoft *Sep 2022 – Apr 2023 (Impacted by mass workforce reduction)*

Sales Excellence Manager, Training Operations

- **Program Redesign:** Diagnosed systemic gaps in an existing customer training function and implemented targeted interventions, improving trainer productivity from 46% to 95% and increasing customer satisfaction by 40% within six months.

Assurance IQ *Feb 2021 – Sep 2022*

Training Manager

- **Competency-Based Workforce Programs:** Designed onboarding and upskilling programs for licensed health benefit advisors supporting Medicare, Medicaid, Affordable Care Act, and prescription-coverage recipients — improving time-to-readiness by 60% and building a Train-the-Trainer model that scaled delivery across distributed teams.
- **MEL Frameworks:** Developed evaluation frameworks linking training interventions to performance benchmarks and demonstrating quantified ROI on workforce investment.

TTEC (Assurance IQ Contract) *Jul 2020 – Jan 2021*

Learning and Development Supervisor (Sep 2020 – Jan 2021); Trainer (Jul 2020 – Sep 2020)

- **Learning Communications:** Delivered new-hire training and developed onboarding content and internal learning communications for distributed teams supporting Medicare and Medicaid recipients.

Early Career — Health & Benefits Consulting *2013 – 2020*

Team Manager (2019–2020); Sr. Benefits Consultant (2018) — GoHealth · Benefits Consultant — Aon (2016) · TRANZACT (2015–2016) · Aflac (2013–2014)

- **Progression & Client Advisory:** Advanced from front-line benefits consultant to team manager across four organizations, advising individual and group clients on employer-sponsored, Medicare, Medicaid, and Affordable Care Act health plan options.

COMMUNITY & CIVIC LEADERSHIP

American Cancer Society Cancer Action Network (ACS CAN) *2026 – 2027*

Legislative Ambassador, Georgia

- **Health Policy Advocacy:** Advocate with Georgia lawmakers on cancer prevention, access to care, and public health policy.

Grady CrossTies *2026 – 2027*

Host Committee Member

- **Philanthropic Engagement:** Support fundraising benefiting Grady Health System.

Mecklenburg County (NC) Women's Advisory Board *2025 – 2026*

Appointed Member

- **Policy Advisory:** Appointed by the Board of County Commissioners to advise on policies impacting women and families, with focus on workforce equity, social protection, and gender-responsive programming.

Mecklenburg County (NC) Democratic Party *2025 – 2026*

Elected Secretary

- **Civic Governance:** Elected by the County Executive Committee to support organizational records, governance integrity, and voter engagement strategy.

Liberian Community Association of Greater Charlotte (LIBAC) *2020 – 2022; 2024 – 2025*

Public Relations & Membership Chair

- **Organizational Development:** Led multi-year governance restructuring, crisis response, and community re-engagement for a diaspora nonprofit serving an immigrant population, restoring organizational function and community trust.

Ministry of Gender, Children & Social Protection — Republic of Liberia *2015*

Community Relations (Internship)

- **Community Outreach:** Supported community engagement initiatives to strengthen social services for women and children in partnership with international entities.

Kwamon Refugee Education *2008 – 2012*

Community Support Specialist

- **Program Development & Crisis Response:** Designed educational and social programs for refugee families; conducted needs assessments and coordinated rapid response for healthcare, housing, and counseling needs.

EDUCATION

Master of Public Administration (MPA)

Wake Forest University | Research: Workforce Development Policy & Program Implementation

- **Capstone — CONNECT Cobb:** Examined workforce-service access barriers for immigrant and limited-English-proficient residents using policy review, root-cause analysis, and Targeted Universalism; developed a WIOA-aligned logic model, stakeholder strategy, implementation plan, two-year budget, and evaluation framework designed to scale to counties across Georgia.

Bachelor of Arts, Mass Communications

University of Liberia

CERTIFICATIONS, SKILLS & AFFILIATIONS

Certifications: Certified Workforce Development Professional (CWDP) ▪ Certified Learning & Development Professional (CLDP) ▪ Microsoft 365 Fundamentals

Frameworks: ADDIE ▪ ADKAR ▪ Kirkpatrick Evaluation ▪ MEL Frameworks ▪ Competency Architecture ▪ Train-the-Trainer ▪ Program Design

Analytics & Technology: Power BI ▪ SAP SuccessFactors ▪ Salesforce ▪ SharePoint ▪ Microsoft 365 ▪ Enterprise ChatGPT ▪ Google Suite

Affiliations: National Association of Workforce Development Professionals ▪ Association for Talent Development ▪ Liberian Association of Metropolitan Atlanta (LAMA) ▪ United Nations Association of the USA–Atlanta Chapter ▪ World Affairs Council of Atlanta