

MICHELE SLAWON TOKPAH, MPA

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

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EXECUTIVE SUMMARY

Master of Public Administration (MPA), Certified Learning and Development Professional (CLDP), and organizational strategist with years of measurable impact building workforce systems, leading large-scale capacity development programs, and driving human capital outcomes across Fortune 500 companies, government-aligned institutions, and international development contexts. Proven ability to translate policy goals into operational frameworks, mobilize diverse stakeholders toward shared impact, and design data-driven solutions that scale. Brings a global perspective shaped by program work across 10+ countries and deep commitment to equity, social protection, and workforce opportunity for underserved communities.

CORE COMPETENCIES

Learning Program Management · Workforce Development Strategy · Capacity Building & Systems Strengthening · Talent Enablement & Capability Building · Program Design & Management · Policy Analysis & Implementation · Monitoring, Evaluation & Learning (MEL) · Organizational Development · Change Management · Stakeholder Engagement · Executive Communications · Data-Driven Decision Making · International Development · Gender & Workforce Equity · Budget Stewardship · Instructional Design

PROFESSIONAL EXPERIENCE

Thermo Fisher Scientific *Sep 2025 – Present*

Senior Manager, Commercial Enablement & Effectiveness

- ▶ **Workforce Function Build:** Designed and built the division's L&D function from the ground up — onboarding, role-based development pathways, and performance milestone frameworks for a 200+ person commercial workforce.
- ▶ **Knowledge Platform:** Launched the division's first centralized SharePoint knowledge platform, consolidating training assets and enabling governed, consistent access across distributed teams.
- ▶ **Cross-Functional Consulting:** Served as strategic partner to Sales, Marketing, Operations, and Communications leaders, diagnosing capability needs and embedding learning solutions into day-to-day operations.

Honeywell *Jul 2023 – Sep 2025*

Senior Manager, Global Sales Training

- ▶ **Global Workforce Impact:** Directed a global capacity-building program spanning AI, cybersecurity, and energy portfolios across 900+ employees in 40+ countries, generating \$39M in attributed revenue impact in FY2024.
- ▶ **Competency Architecture:** Architected an enterprise career and competency framework spanning IC through director level, establishing leveling standards and skill progression criteria across a global, matrixed workforce.
- ▶ **MEL & Analytics:** Built Power BI dashboards tracking capability KPIs and program ROI; applied Kirkpatrick evaluation to produce evidence of impact and inform executive decision-making on resource allocation.
- ▶ **Leadership Development:** Designed and delivered FLSM Leading for Success for 30+ frontline managers, improving coaching competency scores by 23% and building supervisory capacity at scale.
- ▶ **Knowledge Governance:** Established a centralized content management system housing 3,700+ resources across all business units, improving accessibility and cross-team learning.

Microsoft *Sep 2022 – Apr 2023*

Sales Excellence Manager, Training Operations

- ▶ **Program Redesign:** Diagnosed systemic gaps in an existing customer training function and implemented targeted interventions, increasing program adoption by 35% and learner 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 — 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 clear, quantified ROI on workforce investment.

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

Learning and Development Supervisor

- ▶ **Learning Communications:** Developed internal learning communications and onboarding content supporting new hire programs and knowledge-sharing initiatives across distributed teams.

INTERNATIONAL & CIVIC LEADERSHIP

Mecklenburg County Women's Advisory Board 2025 – 2026

Appointed Member

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

Mecklenburg County Democratic Party 2025 – 2026

Elected Secretary

- ▶ **Civic Governance:** Support organizational records, governance integrity, and voter engagement strategy for the county party.

Liberian Community Association of Greater Charlotte (LIBAC) 2020 – 2025

Public Relations & Membership Chair

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

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

Community Relations Representative

- ▶ **Community Outreach:** Supported the planning and implementation of community engagement initiatives focused on enhancing social services for women and children in partnership with UNDP, World Bank, and USAID.
- ▶ **Stakeholder Engagement:** Assisted in coordinating with local organizations, government bodies, and NGOs to create awareness and mobilize resources for community programs.
- ▶ **Data Collection & Reporting:** Conducted surveys and collected data to assess community needs, contributing to the development of targeted social protection support programs.

Kwamon Refugee Education 2008 – 2012

Community Support Specialist

- ▶ **Program Development:** Designed and implemented educational and social programs tailored to meet the unique needs of refugee families, addressing key areas such as language skills, cultural adaptation, and educational development.
- ▶ **Needs Assessment & Resource Allocation:** Conducted comprehensive assessments to identify community needs, mobilizing and distributing resources to ensure effective delivery of essential services.
- ▶ **Crisis Response:** Coordinated rapid response efforts for emergencies, including healthcare needs, housing support, and counseling services, ensuring timely and compassionate assistance to affected individuals.
- ▶ **Communication & Advocacy:** Served as a liaison between the refugee community and service providers, advocating for increased resources and program enhancements that supported sustainable community development.

EDUCATION

Master of Public Administration (MPA) — May 2026

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

Bachelor of Arts, Mass Communications

University of Liberia

CERTIFICATIONS, SKILLS & AFFILIATIONS

Certifications: Certified Learning & Development Professional (CLDP) · Challenger Certified Core Sales Skills Facilitator · Microsoft 365 Fundamentals

Memberships: Association for Talent Development (ATD) · Project Management Institute (PMI) · Rotary International

Frameworks: ADDIE · ADKAR · Kirkpatrick Evaluation · MEL Frameworks · Competency Architecture · Train-the-Trainer · Social Protection Program Design

Analytics & Technology: Power BI · Tableau · SAP SuccessFactors · Salesforce · Seismic · Articulate 360 · SharePoint · Microsoft 365 · Google Suite · Adobe

Sector Experience: Federal Government · International Development (UNDP, World Bank, USAID) · Fortune 500 · Nonprofit · Regulated Industries · Diaspora & Community Organizations