

585.421.0788 Home Office  
14 Boxwood Lane # 8  
Fairport, New York 14450



[sandra@snlconsulting.net](mailto:sandra@snlconsulting.net)  
[www.snlconsulting.net](http://www.snlconsulting.net)

## **SANDRA NETTLES-LECHEBO, MS, CEAP**

**CHIEF OPERATING OFFICER • SR. CONSULTANT**

*Organizational Development ~ Leadership Coach ~ Talent / Human Asset Management ~ Large Scale Change*

Consummate senior executive, change agent and entrepreneur. Acknowledged for groundbreaking efforts in driving large-scale cultural change that builds organizational effectiveness and propels revenue growth. Prolific researcher/writer, award-winning platform speaker, and expert facilitator; considered a visionary in large-scale post-merger integrations, human capital management, executive training and development, and corporate consulting. Career reflects success in corporate world, academia, human service, entrepreneurship and consulting with “Big 5” firm. Willing to travel and relocate.

<b>Professional Strengths:</b>		
Strategic Planning	Employee Relations	Proposal Writing
Executive Development	Entrepreneurial Leadership	Consultancy Development
Corporate Development	Business Process Reengineering	Project Management
Organizational Change	Workshop/Seminar Design & Facilitation	Critical Incident Management
Counseling & Coaching	Program Planning & Evaluation	Writing Policies & Procedures
Conducting Interviews	Developing & Implementing Best Practices	Restructuring Departments
Budget Preparation and Fiscal Management	Developing and Maintaining Customer Relations	Developing Training Needs Assessment Instruments

### **EDUCATION**

**Master of Education**, State University College at Brockport – Brockport, New York  
Emphasis: Counselor Education

**Bachelor of Science**, Fort Valley State College – Fort Valley, Georgia  
Emphasis: Sociology and Social Work

**Certified Employee Assistance Professional (CEAP)**

### **OTHER COURSE WORK**

Sign Language, Business Organization/Management, Personnel Administration, Monroe Community College  
Human Resource Management Certificate, Saint John Fisher College

### **BENCHMARKS & MILESTONES**

#### **ENTREPRENEURSHIP/PRACTICE BUILDING**

**CHIEF OPERATING OFFICER – SN-L Consulting**, Rochester, New York.....1992 – Present

- Propelled complete establishment of consulting practice: Successfully developed and implemented 3-year business and marketing plans and financial projections. Specialize in strategic human capital management consulting, critical incident management, performance coaching for managers and supervisors, staff development and training and marketing and proposal development for employee assistance programming. Life Management Coach.
- Wrote business proposal and received start-up business loan.
- Developed, marketed and implemented training for area businesses and organizations.
- Developed a training needs assessment instrument.
- Consistently receive excellent feedback on facilitation style, presence, and delivery.

## CAREER TRACK

BADEN STREET SETTLEMENT OF ROCHESTER, INC. - Rochester, NY

**Contract Human Resource Professional** .....2010-Present  
 ▪ Provide Various Human Resource Support Services.

ANTHEM BEHAVIORAL HEALTH SERVICES AND EAP, Indianapolis, IN

**Contact Trainer (Per Diem)**-----2010-Present  
 ▪ Source trainer for Anthem clients.

LDA LIFE AND LEARNING SERVICES, INC. – Rochester, New York

**Deputy Director of Organizational Performance (Promotion - P/T)**.....2007 – 2009

**Staff Development & Training (P/T)**.....2005 – 2007

**Selected Highlights:**

- Provide the impetus, vision and leadership for the development of agency's 2008 – 2010 Human Resources Strategic Plan.
- Developed Performance Management and Grievance Policies and Procedures.
- Champion of Researching and Implementing Branding for agency.
- Lead Agent in formalizing agency Employee Recognition Program.
- Developed agency's Workforce Development Plan.
- Developed and implemented the agency staff development and training initiative.
- Wrote training policies and procedures manual for both leadership and employee levels.

BALANCING LIFE'S ISSUES – Ossining, New York

**Contract Trainer (Per Diem)**.....2004 – Present  
 ▪ Source trainer for Ceridian Services, Aetna, Work/Life and, NYS Employee Assistance Program.

ROCHESTER INSTITUTE OF TECHNOLOGY – Rochester, New York

**Instructor, Teams and Team Development (P/T)**.....2000 – 2003

THE HEALTH ASSOCIATION (Now DePaul) – Rochester, New York

**Director, Employee Assistance Program (Promotion)**.....1999 – 2003

**Assistant Director, Marketing & Training**.....1995 – 1999

**Selected Highlights:**

- Realized 45% Year-end budget surpluses during tenure.
- 20% increase in number of companies served; 40% increase in training revenue as EAP Director. Developed new training curriculum & increased training revenue over 30% as Marketing & Training Director.
- Increased overall new EAP contracts by over 35% totaling over 9000 new employees as Marketing Director.
- Initiated a formal customer service component to program. Completed policy and procedures manual.
- Upgraded and fine tuned affiliate provider arrangements.
- Restructured department; Created new position of operations manager.
- Integrated a computerized scheduling system and web page.
- Nominated and selected by peers to receive the EAP Excellence Award 1997.
- Certified Employee Assistance Professional June 1997. Executive Director Special Recognition Award 1997.

MONROE COMMUNITY COLLEGE – Rochester, New York

**Director, Liberty Partnership Program**.....1989 – 1992

**Selected Highlights:**

- Successfully implemented and managed operations of consortium consisting of eight area colleges, community based organizations, businesses and the Rochester City District.
- Co-authored a Tutor and Mentoring Training Manual and coordinated the trainings for the consortium.
- Created program database; developed and implemented a program evaluation and accountability system.

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## OTHER WORK EXPERIENCE

Director of Counseling, Threshold, Inc. Rochester, New York  
 Director of Human Resources, YWCA, Rochester, New York