

DANTE D. KING

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A: Vallejo, CA

Experienced Human Resources professional with concentrated experience in learning and organizational development, corporate training, recruitment, coaching, performance management, and cultural change; with over ten years of diversified management experience.

PROFESSIONAL EXPERIENCE

Director of Organizational Cultural Change, Equity, Employee Experience and Engagement

City and County of San Francisco
San Francisco, California

2019-Present

- Leads development and implementation of Living Our Values initiative (creating a workplace that embodies integrity, inclusion and respect) through establishment of work plan: identification of problems being addressed; deliverables; level of priority for tasks; timelines, responsible parties; metrics and resources needed to produce deliverables.
- Develops framework to monitor and oversee implementation; and implement a participation plan to socialize and engage employees to support the plan including working with formal and informal groups.
- Develops and implementing an internal communications plan – in partnership with the Communications division.
- Leading efforts to support strategic initiative Goal 4 (Strengthen morale and wellness, through enhanced employee engagement, support and development).
- Provides insights, mentoring and coaching to executive leadership, senior management and all other agency colleagues to resolve workplace issues.
- Functions as agency's Chief Equity Officer and Ombudsperson to facilitate equitable solutions and strategies for employees in hiring, promotions, disciplinary/EEO situations, employee complaints, grievances and investigations.
- Prepares reports and regular updates for Director of Transportation and senior level managers.
- Partners with SFMTA HR, Employee Relations, EEO and Citywide HR to address process improvements and recommendations from Ombudsperson report.

Manager of Equity, Diversity and Inclusion Learning and Organizational Change

City and County of San Francisco
San Francisco, California

2015-2019

- Led senior staff of Learning professionals; instructional designers, facilitators and coaches.
- Coached, mentored, guided and developed team members' enhancements of skill efficiencies to create, develop and deliver optimum learning content (i.e. Employee Engagement, Telecommuting Training, National Cultural Identity and Communication, etc.)
- Designed, developed and administered San Francisco's first-ever cultural competency learning path and education: Creating and Inclusive Environment; Supporting Equity, Diversity and Inclusion at the City and County of San Francisco; Building Equity, Inclusion and Fairness; Respect, Value and Inclusion; and Fairness in Hiring.
- Designed assessment tools or approaches such as interviews, questionnaires, and survey questions, to collect necessary information for purposes of assessing organizational needs.
- Assessed effectiveness of previous related training programs; measuring individual, team, and departmental improvement, through analysis of information obtained from assessment tools, interviews, reports, and other feedback mechanisms.
- Instituted Kilpatrick's second, third and fourth-level evaluative approaches (conference calls, in-person 1-on-1 and group coaching and surveys to identify progress, gaps and solutions for continuous improvements.
- Partnered cross-departmentally with several departments, including the San Francisco Municipal Transportation Agency, Department of Public Health, and San Francisco Controller's Office; to enhance communication, collaboration, networking, management, and leadership skills.

- Cultivated and facilitated professional client relationships through establishing performance agreements consistent with the clients' needs, organizational culture, practitioners' abilities to perform role responsibilities, and ethical standards of human resources policies.
- Facilitated and led train-the-trainers for HR and Learning and Development professionals; focusing on creating presentations; facilitation skills; leading and monitoring large and small group activities to support diverse populations; evaluating effectiveness of training programs, facilitated events, and seminars; report writing; management coaching and consulting.
- Partnered and provided support to City leadership regarding recruitment, hiring, performance management, disciplinary practices and terminations.

Vice President, Director of Learning and Development and Organizational Development

**J.P. Morgan Chase
San Francisco, California**

2010 to 2015

- Partnered with senior leadership team to conduct needs assessments, which led to deployment and implementation of training programs; employee engagement surveys; structured employee recognition programs; senior leadership town-hall meetings; professional development programs for employees.
- Created and led a team of 20-30 Learning and Development professionals who developed training programs and resources; provided a combination of online and classroom training; as well as "on-the-spot" coaching to assist employee development in the areas of customer service, operational policies and procedures, management, and leadership.
- Administered quarterly, mid-year, and annual performance appraisals; as well as salary and incentive compensation distributions and rewards.
- Managed large-scaled budget for California Region Learning and Development team; including purchases for employee training materials and resources to support 500-600 branches; approved employee expense reports and invoices.
- Specialized in curriculum design and development, and enhancement of Chase's national Business Banking and Leadership core-training programs.
- Increased employee retention by an average of 30% (year-over-year), as well as employee engagement by 25-35 points during the years of 2011 through 2014.

Vice President, Senior Learning and Development Consultant; Regional Director Investments and Securities; Financial Services Branch Manager

**Wells Fargo
San Francisco, California (Headquarters)**

2000-2009

EDUCATION

California State University, East Bay

**Master's in Science
Education**

**Bachelor of Arts
Ethnic Studies/Communications (minor)**

CERTIFICATIONS

California State University, East Bay

Education: Adult Learning/Curriculum Design

San Francisco State University

Human Resource Management

Wiley Brand

DiSC Behavioral Styles Certificate

Ken Blanchard

Situational Leadership II Certificate

Gallup

Strength-Finders Certificate

LEARNING AND DEVELOPMENT MEMBERSHIPS

- ATD (Association of Talent and Development)
- SHRM (Society for Human Resources Management)

