

Trevia Dalley

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Talent Management Program Manager • Leadership Development • AI-Enabled HR Solutions • Manager Training & Enablement

- 8+ years managing talent management programs, leadership development curricula, and AI-enabled HR tools across property management, technology, and e-commerce organizations.
- Redesigned Willow Bridge's Regional Leadership Cohort program around internal trainers, after third-party vendor funding was eliminated, to cut cost 76% from \$70K to \$16.8K without losing a cohort.
- Built two AI tools, Willa and Bridgett, now live across Willow Bridge's roughly 6,000-employee organization to answer P&C policy questions and guide employee career growth.
- Rolled out standardized Hiring Manager Training to 1,000 managers at McAfee to replace inconsistent hiring practices and earned an 87% approval rating.

PROFESSIONAL EXPERIENCE

Willow Bridge Property Company | Dallas, TX (Hybrid)

Talent Management Project Manager

2025 – Present

Own talent development programs and AI-enabled tools for Willow Bridge's roughly 6,000-employee workforce, spanning corporate and property teams.

- Built the Leadership Development Pathways Hub on SharePoint to centralize custom LinkedIn Learning and Yardi Aspire plans for every employee in the organization.
- Reworked Regional Leadership Cohort delivery onto internal trainers after third-party vendor funding was cut, then built dedicated SharePoint cohort pages so participants could track locations, schedules, and peer connections.
- Created individual contributor learning plans modeled on the Leadership Development curriculum to extend equivalent growth content to 4,900 ICs not eligible for the cohort program.
- Produced 15 Synthesia and Vyond microlearning modules that translate Leadership Development content into video, now live company-wide on the internal learning channel.
- Designed the Boomerang Hiring Program with Talent Acquisition and HRIS to credit 680 rehires who had not previously been recognized as returning employees.
- Built Willa and Bridgett, two AI tools that answer P&C policy questions and employee growth questions, launched to an initial 1,000-employee use case.

McAfee | Remote – Dallas, TX

Manager – Talent Management, Learning, Talent Acquisition Operations

2023 – 2024

Oversaw onboarding, retention programming, and TA enablement content following promotion from Program Manager.

- Ran weekly onboarding for new corporate hires, standardizing the new-hire experience across departments.
- Updated the Talent Acquisition Playbook for coordinators and recruiters to guide the team through the Workday integration.
- Led communications for Employee Resource Groups and managed hiring manager and new-hire survey programs.

McAfee | Remote – Dallas, TX

Program Manager – Talent Management, Learning, Talent Acquisition Operations

2022 – 2023

Owned enterprise hiring, onboarding, and manager-enablement programs spanning all departments and hire levels, from individual contributors to Senior Director.

- Implemented White Glove Hiring and Onboarding for all incoming Senior Director and above hires, coordinating interviews through the 90-day mark for an estimated 20+ executives.
- Built and launched the McAfee Internship Program with University Recruitment in 2 weeks, reaching an estimated 10 to 15 interns and a 93% intern satisfaction rating.
- Defined career pathing options with high-potential employees and their managers to support internal retention.

Amazon Web Services | Remote – Dallas, TX

Executive Talent Acquisition Operations Lead

2022

Owned executive pre-boarding and Week 1 experience for newly hired Amazon and AWS executives, previously left to a self-service video library and occasional partner check-ins.

- Wrote the AWS Guide to Belonging as the foundation for the Executive Week 1 Bootcamp, replacing the video library as the primary onboarding path for incoming executives.
- Ran the Bootcamp for an estimated 100 executives monthly and partnered with the Executive Onboarding Partner to grow the Culture Cohorts initiative.
- Rebuilt the Executive Pre-Boarding wiki to consolidate years of onboarding documentation into one structured resource for onboarding partners.

Amazon | Remote – Dallas, TX

Talent Acquisition Operations Specialist

2021 – 2022

Supported internal mobility, retention, and inclusion programs for the Dallas-based recruiting and HR team, serving as an AWS Inclusion Ambassador.

- Closed the internal transfer support inbox and launched an instant auto-reply routing hiring managers and recruiters to the correct ticket link, cutting response time from up to 24 hours to zero within 3 weeks.
- Launched Fireside Chats and other team-building programming that cut attrition and job dissatisfaction 24% on the team.
- Authored an internal Amazon white paper on Customer Fulfillment Away Team operations, published company-wide at leadership's request.

Amazon | Remote – Dallas, TX

Human Resource Partner

2021

Supported HR operations for DAL3, a roughly 3,000-person fulfillment site staffed by 15 to 20 HR team members.

- Built the Process Assistant Development program that prepared an estimated 50 Process Assistants per quarter for promotion into Area Manager roles overseeing 70 to 100 employees each.
- Proposed succession plans for the DAL3 HR team that opened an internal path into HR roles where none had previously existed.
- Sourced, trained, and deployed up to 240 employees across 12 Away Teams supporting new fulfillment center launches nationwide.

Fiat Chrysler Automobiles (FCA) | Detroit, MI

Human Resource Generalist / Head COVID-19 Specialist

2020

Owned pandemic response for a 5,000-person site as the sole HR lead on COVID-19 case management.

- Designed a complementary text-based input for the internal COVID-19 tracking system to cut reporting errors and manual workload during peak case volume.
- Coordinated 1,000+ return-to-work and badge reactivations alongside daily case tracking and reporting for site leadership.
- Completed employment transactions spanning leaves of absence, terminations, and reinstatements throughout the pandemic response.
- **JerseySTEM | Talent Development Manager | 2024.** Managed a 1 to 6 month internship program supporting 20+ interns, streamlining onboarding and offboarding through DocuSign.
- **Tutoria, Inc. | HR Project Consultant | 2020.** Advised on recruitment needs assessments and built onboarding materials and an organization chart for a small business client.

EARLIER EXPERIENCE

- **Meritor, Blue Cross Blue Shield of Michigan, Faurecia North America | Rotational Graduate Internships – Talent Management, Talent Acquisition, and Learning | 2018 – 2019.** Rotated across three organizations gaining foundational experience in talent management, talent acquisition, and learning design.
- **ChannelNet | Web Content Coordinator | 2016 – 2017.** Managed web content updates and coordination for client-facing digital properties.
- **Hansons Windows and Siding | Project Manager | 2014 – 2016.** Managed project timelines and customer coordination for home improvement installations.
- **The Lawson Group for AT&T | Corporate Sales Trainer | 2012 – 2014.** Delivered sales training curriculum for AT&T corporate sales teams.

EDUCATION & CERTIFICATIONS

MBA (Master of Business Administration) | Walsh College

M.HRM (Master of Human Resource Management) | Walsh College

Bachelor of Arts in English, Certificate in Legal Studies | University of Detroit Mercy

Hudson Spot Coaching Certification | Hudson Institute of Coaching | 2022