



# Cynthia Hackney, Ph.D.

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## Summary of Qualifications

Dr. Hackney is a Senior Consultant at Impact Associates. She specializes in leadership development, training design and delivery, coaching, and assessment. She utilizes her skills in statistical analysis, customer service, and process improvement among clients in hospitality, health care, and manufacturing industries and government. She earned a Ph.D. in experimental psychology, with a concentration in industrial/applied psychology from The University of Tennessee. Dr. Hackney is proficient in Statistical Package for the Social Sciences (SPSS), Statistical Analysis Software (SAS), and Statistical Discovery Software (JMP). She is qualified in the use of various assessment instruments, including Leadership Multi-Rater Assessment of Personality (LMAP<sup>®</sup>), Emotional Quotient Inventory (EQ-i<sup>®</sup>), and Myers-Briggs Personality Type Indicator (MBTI<sup>®</sup>). Dr. Hackney is the president of the board of WUOT, the local NPR affiliate, and is active in the community.

## Work Experience/Activities

- Provided individual assessment and coaching to enhance overall leadership skills for mid- and senior-level managers and executives in multi-national companies. Facilitated training workshops to support development of leadership competencies.
- Facilitated the process for maintenance managers to design work flow; defined roles and responsibilities and improved communications and teamwork to improve production schedules.
- Achieved 100% response rate from customer satisfaction surveys of nationwide corporate clients of leading manufacturer and service companies. Reported findings and recommendations for improvement to executive management.
- Developed competency model protocol for senior and executive leaders of global restaurant chain.
- Supported and implemented assessment center for high-potential managers; provided individual feedback to managers and executives.
- Instructed faculty and graduate students on the design, sample size, and sampling methods to build web-based surveys; instructed how to acquire, analyze and manage data.
- Taught SPSS Data Analysis and SPSS Basic to over 200 university students and faculty.
- Designed and implemented selection process, and researched and designed training & development materials for employee education at new restaurant concept with \$6 million in annual revenues with more than 200 employees.
- Planned and managed food and beverage for 6,300-person government training conference involving the world's largest bank card program.
- Responsible for operations at a restaurant with \$6 million in annual sales; managed profit and loss, purchasing, forecasting, scheduling, budgeting, and training and development.
- Trained over 500 service personnel to open 7 restaurants.

## Work History

2012 – Present	Impact Associates, Inc.	Senior Consultant
2006 – 2012	Impact Associates, Inc.	Consultant
2004 – 2005	Impact Associates, Inc.	Graduate intern
2009 – 2011	The University of Tennessee	Research Computing Support Consultant
2007 – 2007	The University of Tennessee	Statistical Consulting Center Consultant
1999 – 2003	The Riverside Tavern	General Manager
1993 – 1999	The Silver Spoon Cafe	Assistant General Manager
1989 – 1993	The L&N Seafood Grill	Assistant General Manager
1987 – 1989	Ruby Tuesday, Inc.	Corporate Trainer