

# Chuin Phang

## Diversity & Inclusion

PHR, PMP, CSM, MA

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### Chuin Phang

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I create inclusive global workplaces. I host Pearson's DiscussDiversity Podcast series and am a writer of #inclusionhaiku. With a multi-faceted background, I bring a roll-up-your-sleeves attitude to help support organizational change in a challenging world. My Musicology masters thesis was titled *An Orientalist Reading of Two Puccini Opera Characters*. Dreamer, Optimist, and Lifelong learner.

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### Skills

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#### Global Strategy

Embed inclusive best practice and awareness as a strategic business partner.

#### People Relations

Boost mission-driven value with multi-functional collaboration and engagement.

#### Program Direction

Proven ability to lead and manage a wide variety of engagement projects in team and independent situations.

#### Technical Training

HTML, Adobe CS, Languages, PHR, Social Networks, PMP, CSM, MS Office, Windows/Mac, Programming (Ruby, Javascript)

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### Experience

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#### Pearson 2013-2018

#### Diversity & Inclusion Subject Matter Expertise and Business Partner

- Higher Education courseware content and editorial process/policy audit subject matter expert (SME).
- Learning & Development Unconscious Bias online/in-person training SME.
- Global D&I Roadmap management and oversight.
- New joiner onboarding content SME.
- Higher Education recruitment best practice SME.
- Primary SME for executive leadership and corporate communications teams.

## Organizational Development, Employee Relations, and Engagement Leader

- Bolster D&I embedding during organizational change.
- Respond to and escalate policy violations and compliance concerns.
- Manager of global communications strategy: social media, intranet, and email channels.
- Foster cross-functional, matrixed collaborations.

## Global Strategic Programs Manager

- Global Diversity & Inclusion Advocates program manager (34 members, 6 countries).
- Manager of Global Employee Resource Group (ERG) program (growing 1 to 8 ERGs over 2 years).
- Stewardship of stakeholder relationships with ERG Executive Sponsors.
- Manager of annual Global Inclusion Week at Pearson (doubled employee engagement 2016 to 2017).
- Plan and execute successful D&I Strategic Planning and Team-building Conferences.
- Manager of Pearson's Gender Transition Handbook project.
- Manager of Pearson's participation in HRC CEI. Pearson achieved a 100% score 5 years in a row.
- *It Gets Better* video originator for Pearson.
- Founder of Pearson Spectrum, Pearson's LGBTQ+ ERG.
- Originator and product owner of a web-based anti-bullying and suicide prevention app for students and teachers. This project is currently under development.

## **Pearson** 2010-2014

### Content & Rights, Enterprise Architecture, Sr. Support Analyst & Project Manager

- Customer-focused technical support and troubleshooting of end-user incident tickets.
- Analysis of business needs across Pearson LoBs in integration of content and asset management tools.
- Supporting project manager for global content and rights management Proof-of-Concept.
- Provider and advocate of excellent internal customer service.

## **VerticalResponse** 2007-2010

### Marketing, SaaS, Customer Success and Engagement

- Customer escalations.
- CAN SPAM compliance.
- HTML technical support.
- Employee Training.

## **Working Assets (Credo Mobile) 2006-2007**

### Customer Success and Engagement

- Customer welcome and retention communications.
- Customer billing.

## **Others 2004-2006**

### *Chinese For Affirmative Action, Link TV, GLAAD, GAPA*

- Grassroots fundraising & advocacy for immigrants, limited English proficient learners.
- Fundraising for nonprofit television.
- Language proficiency and translation focused on LGBTQ+ media coverage.
- Advocacy for Asian visibility in LGBTQ+ communities.

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## **Education**

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### **Tufts University / Master of Arts, Musicology 3.89 GPA**

1998 - 2000, Medford, MA

### **Brandeis University / Bachelor of Arts — 3.77 GPA, Phi Beta Kappa**

1994 - 1998, Waltham, MA

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## **Chronology of Employment**

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- Interim Global Leader of Diversity & Inclusion, Pearson (2018-present)\*
  - Manager, Global Diversity & Inclusion Programs, Pearson (2016 - present)
  - Sr. Advisor, Diversity & Inclusion, Americas, Pearson (2014-2016)
  - Diversity and Inclusion Advocate, Pearson (2013-2014)
  - Sr. Support Analyst, Pearson (2010-2014)
  - Tier II Customer Relations Specialist, VerticalResponse, Inc. (2007-2010)
  - Marketing and Customer Communications Coordinator, Working Assets (2006-2007)
  - Development Director, Chinese for Affirmative Action (2005-2006)
  - Translator, Mandarin and Malay to English, freelance.
  - Development Associate, Link TV (2004-2005)
  - Translator, Mandarin to English, GLAAD (intermittently through 2004)

\*pending transition of SVP, Diversity & Inclusion, Pearson

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**Work  
Examples**

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**Imprints Series, Pearson Spectrum**

- [Video 1](#)
- [Video 2](#)
- [Video 3](#)

**Podcast Series (3000 downloads in 6 months)**

- [DiscussDiversity Podcast](#)

**Pearson D&I Annual Reports**

- [2016](#)
- [2017](#)

**#DiscussDiversity Twitter Chat Series (12 million reach, 2016)**

- [Search the hashtag #DiscussDiversity](#)