



Mashaal Ahmed (she/her)

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Washington, DC, USA

CREDENTIALS

- Certified Professional in Talent Development (ATD)
- Certified Professional in Training Management (Training Industry)
- SHRM Senior Certified Professional (SHRM)
- Strategic HR Business Partner (Human Capital Institute)
- Certified Diversity Professional (Society for Diversity)
- Myers-Briggs Step I and Step II Type Assessment
- Integrated Talent Management Certificate (ATD)
- Measuring Return on Investment Certificate (ATD)
- Needs Assessment Certificate (ATD)
- Blended Learning Certificate (ATD)
- Futures Thinking Specialization (Institute for the Future/Coursera)

SKILLS

- Organizational & Team Effectiveness
- Learning & Development
- Change Management
- Employee Engagement
- Onboarding
- Performance Management
- Diversity, Equity, and Inclusion (DEI)

TOOLS

- **HR Systems:** NEOGOV, Workday, Gallup
- **Learning Management System:** SAP SuccessFactors, NEOGOV Learn, Oracle Learning
- **Authoring Tools:** Articulate Storyline, Adobe Captivate, Biteable
- **Survey Tools:** SurveyMonkey, Qualtrics, MS Forms
- **Communication & Collaboration:** MS 365, Teams, Slack, Zoom, GoToWebinar, G Suite, Box, Mailchimp, Poll Everywhere, Kahoot

MEMBERSHIPS

- Association for Talent Development (ATD)
- Society for Human Resource Management (SHRM)
- OD Network / Chesapeake Bay OD Network
- International Society for Organization Development and Change
- Association of Professional Futurists (Friend of Foresight member)

EDUCATION

Western Governors University

- Master of Science, Management and Leadership

The University of Texas at Austin

- BBA in Marketing / BA in Linguistics

EXPERIENCE

APCO WORLDWIDE / Sep 2022 – Present

Associate Director, Global Learning & Development, Global Talent Team

Remote & Washington, DC / Private Sector Strategic Advisory Firm: 1000+ employees (hybrid)

- **Upskill leaders on key client accounts in critical competencies** by delivering global training programs in executive education, leadership development, and teambuilding
- **Facilitate strategic planning and team effectiveness sessions** for client teams and largest client
- **Executed transition to new LMS** as part of new HRIS and deployed change management strategy for training employees on adopting new HR platform
- **Advise on regional learning strategy** for Middle East and North America (largest region)
- **Bolster and streamline team infrastructure** around operations and knowledge management

ASSOCIATION FOR TALENT DEVELOPMENT – METRO DC / Mar 2017 – Dec 2021; Jan 2024 – Present
Past President (2024, 2022), President (2020), Board Member (2017-2021, 2024)

Remote & Washington, DC / Nonprofit Professional Association: ~300 members

- **Confidently steered chapter members and leadership** through 2020 pandemic disruption
- **Spearheaded game-changing innovations** that retained members, won awards, and maintained financial health of chapter
- **Strengthened chapter's market position** by introducing expanded virtual offerings
- **Modernized chapter operations** by introducing antiracism framework and board restructure

PRINCE GEORGE'S COUNTY GOVERNMENT / Oct 2020 – Sep 2022

Assistant Manager (Function Lead Equivalent), Learning, Performance, & Organizational Development, People Operations, Human Resources

Remote & Upper Marlboro, MD / Public Sector: ~7000 employees (hybrid)

- **Prior role:** Senior Learning and Development Specialist
- **Oversaw team** driving County-wide initiatives for ~7,000 employees in employee onboarding, professional development, performance management, and employee engagement
- **Transformed performance management process** through policy development, system configuration, training and communication development, and Countywide socialization
- **Authored County's first workforce development policy** outlining philosophy and processes for aligning employee performance, growth, and retention to County and Agency objectives
- **Recommended multi-year strategic priorities** based on analysis of employee engagement
- **Developed and facilitated cohort-based Agency leadership development program**

URBAN INSTITUTE / Nov 2017 – Oct 2020

Senior Talent Development Specialist

Remote & Washington, DC / Nonprofit Research Organization: ~500 employees

- **Prior role:** Talent Development Specialist
- **Effectively partnered** with internal stakeholders in **change management** projects, including **leadership development** and **DEI initiatives**
- **Facilitated intentional six-month onboarding process** including facilitator-led experiences, relationship building opportunities, and self-paced on-demand resources
- **Oversaw annual mentoring program** designed to meet business and DEI objectives
- Reported to stakeholders on program effectiveness up to **Kirkpatrick Level 3**

THE WASHINGTON CENTER / Feb 2012 – Nov 2017

Senior Manager, Career Services, Student Services

Washington, DC / Nonprofit Academic Internship Program: ~1300 students per year

Orchestrated **orientations, commencements, and conferences** for US and international students. Designed and delivered **workshops and daylong conferences** on critical career development skills.

DC CAREER COACH / Sep 2012 – Sep 2017

Founder & Career Coach

Remote & Washington, DC / Private Coaching Practice

Empowered clients to secure interviews, job offers, and promotions within months.

COMSCORE, INC / Jan 2009 – Feb 2012

Manager, Statistical Services

Reston, VA / Private Sector Media Measurement & Analytics Company