

CASSANDRA WRIGHT



20 years of human resources experience in healthcare and health insurance with a focus on organizational development, performance management, and employee relations.

Education

- **Bachelor's Degree in Management**
University of Phoenix
- **Master's Degree in Business Administration**
Eastern University
- **Human Resources Management Certificate**
Villanova University

BIOGRAPHICAL SUMMARY

Cassandra Wright serves as Director, Human Resource Operations for Thomas Jefferson University and Hospitals. She has experience in recruiting, training and development, performance management, career development, employee relations, labor relations, employee engagement and developing and implementing enterprise-wide rewards and recognition programs.

Cassandra has worked for several organizations including Methodist Hospital Nursing Center, Methodist Hospital and Independence Blue Cross. While working at Independence Blue Cross as Manager of Employee Relations, she was responsible for creating, developing and implementing the Employee Relations Team within the Human Resource Operations function. This team was responsible for all employee relations interactions, which included conducting investigations, tracking and trending employee relations issues to partner with business areas to develop innovative solutions to identified areas of opportunity.

Cassandra has developed and implemented various client projects including departmental dashboards, compliance audits, job description design and behavioral interviewing guides, implemented strategies for positive employee relations and engagement, developed content and facilitated learning for managers and employees, and recruited talent for a wide variety of positions based on the needs of the business.

She is a graduate of the 2008 Urban League Leadership Institute, is certified as a DISC Facilitator and has served on the Board of New Frontier Youth Services since 2006.

CONTACT

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