

# Arlene M. Redmond

## COO & SENIOR EXECUTIVE COACH

### Areas of Expertise

- Coaching and feedback
- Team and group facilitation
- Leadership development
- Conflict resolution
- Communications
- Ombudsmanry

### Clients

- Furnished upon request

### Level/Type

- EVP, SVP, VP, Middle Management



### Biographical Information

Arlene has over 20 years of experience in leadership positions in financial services, health care administration, insurance and consulting. As Ombudsman at American Express, she coached executives (Presidents on down) about staff relations, ethics, leadership performance, change management, diversity, sensitive issue management, communications, linking employee issues to business results, inter alia. Arlene consulted to domestic and international corporations and governmental/non-profit organizations on starting or improving an ombudsman function. At American Express, she also held positions in finance, marketing, database marketing, re-engineering and product management.

She has consulted to financial services, heavy manufacturing, pharmaceutical, hospitality, health care and executive coaching firms providing strategic, ombudsman, leadership development and compliance expertise.

She has been published by the Human Resource Institute, the Human Resources Planning Society, the Ethics Officer Association, the Society for Corporate Governance and Ethics, the Society of Corporate Secretaries and Governance Professionals, and the Risk and Insurance Management Society, Inc., among others. She is a member of the International Ombudsman Association (IOA).

Arlene holds an MS and MBA in Finance and Accounting from Columbia University, and a BA in Psychology from Brown University. Her professional training includes coaching and feedback, change management, group dynamics, consulting ombudsman courses, mediation training at CDR in Boulder, and crisis counseling.

Prior to American Express, she was an internal strategy consultant at Blue Cross/Blue Shield, a hospital department administrator, and a paralegal aide at a law firm in Providence, RI. Her volunteer work has included providing consulting services to non-profits through the National Executive Service Corps and providing group facilitation at another non-profit in NYC.

In addition to acting as an Senior Executive Coach for EXCN, Arlene also serves as Chief Operating Officer.