

Marina González

SENIOR TALENT, CULTURE & PEOPLE EXPERIENCE LEADER

People-centered talent and organizational development leader with a track record of centering inclusion, shaping culture, strengthening leadership capability, and elevating the employee experience across complex organizations. Known for connecting strategy to day-to-day reality, building programs that scale, and creating environments where people feel a sense of belonging and can do their best work. Skilled at navigating across HR, technology, and business teams to bring clarity, alignment, and momentum to large-scale initiatives. Key core competencies include:

- Cross-functional Collaboration
- Leadership & Manager Enablement
- Inclusion & Belonging
- Change Leadership
- Employee Engagement
- Talent Management
- Executive Influence
- Scalable Program Design
- Culture Transformation

PROFESSIONAL EXPERIENCE

FIS

October 2020 - Present

Senior Manager, Global Inclusion & Belonging, Governance and Compliance

July 2025 - Present

Manager, Inclusion & Diversity

April 2024 – July 2025

Senior Partner, Inclusion & Diversity – Talent & Learning Lead

January 2023 – April 2024

Progressive roles focused on talent & organizational development, with a specific focus on:

Strategic Leadership

- Guide enterprise-level talent and organizational development efforts that support a diverse, global workforce.
- Shape people-focused strategies that strengthen culture, improve performance, and enhance the everyday experience of employees.
- Work closely with partners across HR, Technology, and business segments to ensure people-centric solutions are integrated into the flow of work.

Employee Experience & Culture

- Influence experiences that create consistency, clarity, and connection throughout the employee lifecycle.
- Bring organizational values to life through practical tools, engagement, and behaviors that help teams operate with purpose and alignment.
- Equip leaders with simple, effective practices that promote inclusion, support growth, and reinforce a healthy performance culture.

Insights & Impact

- Use employee listening, data, and experience signals to identify opportunities, and guide decision-making.
- Deliver programs and experiences that support organizational transformation and strengthen engagement across teams.

Cross-Functional Partnership

- Collaborate with senior leaders across HR, Technology, and business segments to embed new ways of working and scale experience-driven practices globally.

Payrix

October 2020 – January 2023

Head of Talent & Organizational Development

Joined the leadership team to lead the development of organizational capability initiatives aligned to business goals. Created organizational structure through talent management programs including culture, change management, career pathways, process improvement and employee engagement. Partnered with executive leadership to develop talent initiatives to meet business needs.

- Implemented performance management program including goal identification, ongoing performance check-ins, coaching conversation guides and standards for measurement.
- Defined sales process to clearly outline roles and responsibilities to improve individual contributor performance to company goals and expectations.
- Created an onboarding and enablement program which improved employee ramp time to 45 days from 120 days previously for new employees with no previous industry experience.

Great Kids, Inc,

January 2020 – October 2020

Manager, Training Operations and Project Management

Directed the activities and functions of the teams responsible for training operations including marketing & communication, data management, web-based platforms, training and support. Led the work associated with identified special projects including creating and adopting a standard project management methodology with task tracking and communication milestones. Mentored trainers, providing competency building support for their practices.

- Project Manager for development and deployment of the first virtual training program in company history; delivered to completion in 2 ½ weeks and successfully piloted with 2 partners and a total of 25 participants. By the time of my departure the virtual training portfolio grew to 6 different program offerings and had certified nearly 1,000 participants in 7 months.
- Successfully deployed a new website for the organization in a 3-month timeframe.

West Corporation

October 2010 – June 2019

Director, Training & Enablement, May 2017 – June 2019

Guided a global team of 25 learning professionals to achieve business goals and objectives. Partnered with internal and client implementation teams. Built organizational capability through the design and delivery of change management, communication and end user learning programs to support new training and technology deployments.

- Used NPS data to eliminate inefficiencies in program delivery; maintained an NPS of better than 87% across all programs.
- Collaborated with client leadership on cultural considerations to design effective enablement and adoption programs unique to their environment, allowing them to achieve 90% new technology adoption within the first three months of deployment.
- Delivered timely reporting of client focused training program delivery including revenue earned, which exceeded \$500,000 in 2018.
- In 2017, led the global organization-wide pilot of Leadership Development Programs built on Insights Global Tools targeting individual contributors Engaging Management, Emerging Leaders, Product, Program and Project Management as well as Advanced Leadership.

Sr. Manager, Training & Development, March 2014 – May 2017

Partnered with Senior Management and collaborated with corporate Learning Leaders to implement cross-functional training programs. Managed the implementation of a \$700,000 sales enablement training program co-designed by an external partner, built on the principles of *The Challenger Sale (2011, Adamson & Dickson)* and delivered to more than 250 sales and engineering employees across multiple business segments in 18 months. Grew the team to six consultants to support the expansion of global business, specifically in sales and implementation departments, while maintaining client training expectations.

- Consistently exceeded \$350,000 annual revenue target for client training programs.
- Led training needs assessment for the client engagement organization to determine new programs or enhancements required for existing learning modules used by more than 3,000 members of the organization.

West IP Communications, October 2010 – March 2014

Training & Development Manager

As the first to serve in this position for West IP, I architected the learning and development strategy for the client training and employee development programs of the business. Led a team of three learning specialists to deliver end user documentation, on-demand videos, and virtual or onsite solution training to support deployment of hosted communication services including VoIP, contact center and collaboration tools.

- Decreased employee ramp time an average of 38 days by designing and facilitating multiple employee development programs to include new employee orientation and onboarding for sales, engineering, project management and support center associates.
- In 9 months, my team grew the product documentation library to more than 30 quick reference guides and 10 on-demand videos to support self-paced and blended learning initiatives both internally and among our client base.

EDUCATION AND CREDENTIALS

Bachelor of Science in Business Management | Sullivan University, Louisville, KY

ITIL Foundations Certification | Axelos Global

Transformational Leadership Program | Darden Executive Education, University of Virginia

Change Agent Certification | Constellation Energy, Baltimore, MD

AFFILIATIONS

Kentucky Derby Festival, Board of Directors | Louisville, KY