

## REBECCA P. FIELDS

### PROFESSIONAL SUMMARY

Accomplished Human Capital Program Manager with experience leading complex, enterprise-wide workforce programs in a large Federal environment. Recognized for building, modernizing, and sustaining high-impact programs that enhance employee experience, supervisor effectiveness, policy compliance, and organizational performance.

Expert in program governance, stakeholder engagement, policy development, communications, and change management, with a consistent record of delivering results across onboarding, telework/remote work, employee engagement, intranet governance, workforce analytics, and Department/government-wide initiatives.

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### CORE EXPERTISE

- Enterprise Program Management & Governance
- Executive & Stakeholder Advisory
- Human Capital Policy & Compliance
- Strategic Communications & Change Management
- Intranet Governance & Content Strategy
- Workforce Planning & Analytics
- Employee Experience, Engagement & Retention
- Telework & Remote Work Programs
- Onboarding & Supervisor Enablement

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### PROFESSIONAL EXPERIENCE

#### **Human Capital Program Manager**

*Interior Business Center (IBC), Department of the Interior  
July 2001-December 2025*

#### **Enterprise Program Leadership**

- Led and sustained multiple high-visibility, enterprise-wide human capital programs serving a geographically dispersed workforce, consistently aligning programs with evolving Department and bureau strategies.
- Served as a trusted advisor to executive leadership, associate directors, supervisors, HR partners, and union representatives on workforce policy, engagement, and operational impacts.

#### **Intranet Governance & Digital Communications**

- Served as program owner for IBCnet, IBC's employee intranet, overseeing governance, content strategy, and enterprise-wide collaboration with content owners.
- Led full intranet redesign from planning through deployment, including navigation, content architecture, stakeholder engagement, testing, communications, and training.
- Ensured content accuracy, plain language standards, and alignment across IBCnet, customer-facing sites, and public pages.

## **Employee Engagement & Workforce Analytics**

- Led analysis and interpretation of Federal Employee Viewpoint Survey (FEVS) results for the Executive Team and all directorates.
- Developed tailored briefings, dashboards, and action-oriented insights to support leadership decision-making and targeted engagement strategies.

## **Policy Development & Modernization**

- Authored and modernized numerous human capital policies and handbooks, including Telework, Remote Work, Awards & Recognition, Fitness Reimbursement, New Employee Orientation, and Exit Interviews.
- Led cross-functional coordination with numerous internal and external partners to ensure compliant, implementable policies.

## **Telework & Remote Work Programs**

- Developed and led the IBC Telework Program for multiple years, providing policy interpretation, compliance guidance, and individualized support to employees, supervisors, and executives.
- Drafted and implemented the IBC Telework Handbook, FAQs, templates, and communications, ensuring alignment with evolving Department and Federal policy.
- Co-led development and implementation of IBC's Remote Work Program, including policy analysis, process design, documentation, approval workflows, and union engagement.

## **Workforce Programs & Special Initiatives**

- Designed and launched a comprehensive Exit Interview and Exit Survey Program to capture actionable workforce insights.
- Developed standardized workforce planning reports and profiles, collaborating with data and systems teams to improve automation and accuracy.
- Frequently selected to support Department-wide initiatives, pilot programs, and cross-bureau collaboration due to depth of expertise and strong judgment.
- Strengthened supervisor effectiveness and employee engagement through data-driven insights and targeted guidance.

## **Onboarding & New Employee Orientation**

- Owned end-to-end program management of IBC's New Employee Orientation Program (NEOP), supporting thousands of employees over multiple years through in-person, hybrid, and fully virtual delivery models.
- Modernized onboarding by creating digital, fillable electronic documents, improving compliance tracking and user experience.
- Successfully pivoted NEOP to a virtual format during COVID-19, designing engagement strategies, presenter guidance, logistics, and technical protocols that resulted in sustained satisfaction rates between 93–95%.

### **Program Analyst**

*U.S. Office of Personnel Management  
December 1999-July 2021*

### **CoreTech Consulting Group**

*Senior Technical Recruiter  
June 1998- December 1999*