

# April D. Scott, PCC, MBA

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Belgrade, Serbia (+381 65 346 6126) and Atlanta, Georgia, USA (+1 706 450 5155)  
[April@aprilscootccoaching.com](mailto:April@aprilscootccoaching.com) [www.linkedin.com/in/aprilscootccoaching](http://www.linkedin.com/in/aprilscootccoaching)

## Profile

I help leaders and business professionals develop critical soft skills, become confident and compelling communicators, and increase their overall effectiveness. Through leadership coaching and training, I help them tackle difficult issues, increase their level of executive presence and influence, plan their careers, and manage conflict with courage and compassion. I have broad and deep experience in **Coaching, Communications, Leadership Development, Human Resources, Organization Development, and Change Management**. I've held staff positions in U.S. Fortune 500 companies and, just in the last few years, have coached over 100 clients around the globe (1500+ coaching hours). My MBA is from the University of California Los Angeles, my undergraduate degree in Communication is from Georgia State University in Atlanta, and I have my Professional Certified Coach credential (PCC) from the International Coaching Federation.

## Experience

### APRIL SCOTT COACHING | LEADERSHIP AND COMMUNICATION COACH | BELGRADE, SERBIA | 2017-PRESENT

- Provide coaching and training support to business executives, directors, managers, and individual contributors to help them improve their performance and the outcomes they get by engaging them in behavior change and shifts in mindset. Coaching leaders from Amazon, Hemofarm/Stada, Banca Intesa, Johnson & Johnson, Standard Chartered, Allianz Insurance, UniCredit Bank, Philip Morris International, and others.
- Other current work includes:
  - **Nestle Corporation, Vevey, Switzerland:** Coaching people managers in Nestle's IT organization (employees based in Italy, Mexico, and Greece) through my own **Communication Effectiveness** coaching/training program. Content includes making presentations, active listening skills, giving and receiving feedback, managing difficult conversations and conflict, speaking up in meetings, confident self-advocacy, increasing their influence in the organization, building strong relationships, and speaking with greater clarity and conciseness.
  - **For a prominent disease research facility in Washington, DC:** Coaching a three-person leadership team in how to improve their interpersonal communication, resolve differences, give and receive feedback, and speak with greater clarity and authenticity.
  - **BetterUp Coaching, Austin, Texas: Distinguished Fellow Coach** Coaching leaders, managers, and individual contributors -- across the globe and in a wide variety of cultures and industries -- on developing the communication capabilities

and soft skills that professionals need to be successful, make significant contributions to their organizations, and achieve their goals in today's workplace. I help BetterUp members/clients achieve clarity, purpose, and passion. BetterUp's corporate clients are global giants spanning all industries, giving me the opportunity to work with people in energy, oil, and gas, pharmaceuticals, financial services, insurance, retail, high tech, hotel/hospitality, "big five" management consulting, transportation, and many others.

- **SpeeXx Coaching, Munich, Germany: Business Coach** Coaching international business professionals in the areas of communication, executive presence, becoming an inspirational leader, networking and brand building, achieving their career and self-development goals, and more.

**TOYOTA MOTOR CORPORATION | CHANGE MANAGEMENT SPECIALIST (THROUGH MDT TECHNICAL) | TORRANCE, CALIFORNIA | 2015-2017**

- Created communications, engagement strategies, and training plans for a significant Toyota change initiative.
- Managed and coached a team of outreach professionals.

**JACOBS (CONSTRUCTION AND CIVIL ENGINEERING) | SENIOR MANAGER, ORGANIZATION DEVELOPMENT | PASADENA, CALIFORNIA | 2014**

- Special projects included planning of large executive leadership offsite conference, implementation of performance management process, and HR Business Partner role re-design.

**MATTEL (TOYS AND BRANDS, CONSUMER PACKAGED GOODS) | SENIOR MANAGER | EL SEGUNDO, CALIFORNIA | 2007-2013**

- Held various roles in Leadership Development, Organization Development, Change Management, and as an HR Business Partner. Worked with employees and leaders across the organization in many capacities, including coaching, training, facilitating, mediating, and advising.

**PRATT & WHITNEY ROCKETDYNE (FORMER DIVISION OF BOEING) | HUMAN RESOURCE BUSINESS PARTNER AND MANAGER FOR SPECIAL HR PROJECTS | CANOGA PARK, CALIFORNIA | 2002-2007**

- Served as Alternative Dispute Resolution (ADR) Manager for the Boeing Canoga Park site, resolving disagreements and mediating between managers and employees.
- Change management: Developed internal information-sharing website and employee communications to help the transition during Boeing's sale of Rocketdyne to Pratt & Whitney.
- Coached senior leaders and executives in adopting new processes for talent management, performance evaluation, high potential employee development, and succession planning.
- Manager of the Administrative Process Organization (my role provided coaching and development for approximately 80 office administrators).

- Provided HR generalist support to the engineering organization, which consisted of 300+ rocket scientists.

## Education

**MBA | UCLA ANDERSON GRADUATE SCHOOL OF MANAGEMENT | LOS ANGELES, CALIFORNIA**

**BACHELOR OF SCIENCE IN COMMUNICATIONS | GEORGIA STATE UNIVERSITY | ATLANTA, GEORGIA**

## Other Training, Qualifications, and Experience

- ❖ **University of California Irvine Extension Certificates**
  - Conflict Management & Alternative Dispute Resolution (ADR, a 6-semester program)
  - Effective Project Management for the HR Professional
- ❖ **University of Southern California, Center for Effective Organization Certificates**
  - Beyond Change Management
  - Talent Management, Creating the Competitive Difference
- ❖ **Professional Certified Coach (PCC)** credential from the International Coaching Federation
- ❖ **Certified Executive Coach**, Center for Executive Coaching
- ❖ **Crucial Learning, Inc.**
  - Crucial Conversations for Mastering Dialogue
  - Crucial Conversations for Accountability
- ❖ **Managing Across Cultures** (aka Cultural Orientation Awareness)
- ❖ **Leading Through Transitions**, The Forum Corporation
- ❖ **Manager as Coach: The Spot Coaching Approach**, Hudson Institute
- ❖ **Leading Organization Transitions certificate** (William Bridges), Linkage, Inc.
- ❖ **South Bay Professionals Association:** Volunteered as trainer and coach for under-served professionals, helping them with job search strategies and interviewing skills.