

Courtney D. B. Nall

Global Learning Strategy Leader
High Performance Culture Builder

Contact info



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PROFILE

As an accomplished and passionate learning thought leader, I have acquired extensive experience in healthcare learning, leadership, and sales. With focused energy in culture building, coaching, and identifying areas for leadership skills development, I look to serve to help others and help them recognize their full potential. I use my strong communication and organization skills, coupled with my analytical and science acumen, to effectively create a vision and lead teams and projects in a matrix environment.

I am highly effective in deciphering client needs, and determining and implementing a strategy to enhance the skills the organization needs to succeed. I thrive in ambiguity and building a culture of high performance through teamwork and collaboration.

EMPLOYMENT SUMMARY

2022-present	Global Learning Partner Novartis Institute for Biomedical Research (NIBR). Texas, USA
2016-2022	Area Business Leader II, Cardio-Renal-Metabolic Franchise Novartis Pharmaceutical Corporation. Texas, USA
2014-2016	Regional Training Manager Alcon, a Novartis Company. Texas, USA
2018-2022	Special Assignments and Secondments Novartis Pharmaceutical Corporation <ul style="list-style-type: none"> • Advisor to Leadership Development Board • Global Pharma Learning Strategy Lead • Single-Point-of-Contact Project Lead - US People & Organization (HR) • Global Marketing Secondment (based in Basel, Switzerland)

KEY ASSETS

- **Executive level** ready **thought leader** focused on diversity and women's leadership.
- **Development focused leader** with strong passion for connecting, building and coaching high performance culture.
- **Driven by novel challenges** and situations to reach new horizons and discover new opportunities to compete to win.
- Experience across **geographic markets and business areas.**

PROFESSIONAL EXPERIENCE

Global Learning Partner (Remote)

2022-Present

Biomedical Research, Novartis. Texas, USA

Partner to business leaders to identify organizational gaps to develop global learning solutions with a focus on advancing scientific projects.

- Developed strategic learning plans and pathways to ensure creation and delivery of learning in alignment with business needs for skills and capabilities and Novartis enterprise strategy.
- Partner with enterprise Center of Excellence to enhance impact for scientific learners.
- Facilitator for 1st-time Leadership Development program, M1-Lead the Way – recognized for exemplary facilitation scores.

Area Business Leader II, Cardio-Renal-Metabolic Franchise

2016-2022

Novartis Pharmaceuticals Corporation. Texas, USA

Responsible for leading 11-20 Sales representatives in North Texas/Oklahoma to launch cardio products in a very stable market characterized by inertia when it comes to treating patients.

- Collaborated with Sales Operations to use data-analytics to identify customer segmentation opportunities.
- Consistently ranked #1 area in the Central Region and top 1/3 of areas nationally.
- Delivered enterprise global trainings for HR within the Personal Effectiveness Program.
- Served in Women in Leadership ERG Steering Committee partnering with HR to increase impact for DE&I across the US Pharma Organization.
- Awards: Regional and Global Culture Champion, Culture Award Winner, International Golden Heart Culture Award Winner.
- Consistently recognized for exemplary demonstration of Novartis Values & Behaviors (2018-2021).

Regional Training Manager

2014-2016

Alcon, a Novartis Company. Texas, USA

Developed and implemented content to coach field representatives and sales leadership, in alignment with the brand marketing strategy.

- Trained all new-hire sales representatives to provide consistent, in-depth knowledge of Novartis brands and sales model.
- As Executive Boot Camp Lead, designed, managed, and administered product training for National VP, Area VP, Regional Directors, and Marketing.
- Consistently recognized for exemplary demonstration of Novartis Values & Behaviors (2014-2015).

Special Assignment and Secondments**Advisor to Leadership Development Board**

2021-2022

Novartis Pharmaceuticals Corporation. Texas, USA

Selected amongst top 5% of US sales leaders to advise on new leadership and learning approaches to enhance sales team capabilities.

- Created, defined, and launched Area Capability Champion leadership role to National Sales Force of 1,400 sales representatives and leaders.
- Tested AI for Sales and Coaching through Quantified Communications AI tool; National Representative ushering rollout to over 100+ in Management and Executive Leadership.
- National Representative for rollout of Longitudinal Coaching Tool for US Pharma CRM leadership; Lead for coaching integration for 100% of leaders; Mentor to Area Business Leaders as a model for implementation.

Global Pharma Learning Strategy Lead

2021-2022

Novartis Global Pharmaceutical Strategy. Texas, USA

Global single-point-of-contact to over 100 Global Pharma Learning Leaders reporting into Global Head Pharma and Global Head of Strategy and Commercial Execution.

- Drafted content, communications, and led monthly Global Learning calls aligned to Pharma Strategic Priorities.
- Grew community 500% in 1 year, from 20 members to over 120+ in 2022.

Single-Point-of-Contact Project Lead - US People & Organization (HR)

2020

Novartis Pharmaceuticals Corporation. Texas, USA

(6 months project)

Identified functional best practices using data to create learning solutions and assess effectiveness for over 120,000 associates in collaboration with Global Novartis Learning Institute.

- Conceived of badging for completing learning (voted #1 motivator for associates to complete learning), resulting in an 18% increase in attendance to learning activities during "Curiosity Month".
- Collaborated with the global rollout team for Evolve-new approach to performance management based on outcomes-focused objectives, teamwork and frequent feedback to team members to help them reach full potential.

Global Marketing Secondment

2018

Novartis Cardio-Renal Metabolic Franchise. Basel, Switzerland

(3 months)

Defined the need for implementing a strategic global resource to target physician providers.

- Mined and synthesized research and data from Medical, Sales, and Brand Directors in US, Germany, Canada, Spain, Australia, China, South Korea, UK, and Italy.
- Drafted and presented global recommendation to the Global Brand Team leading to the creation of country specific resources across 9 countries.

ADDITIONAL CAREER HISTORY

Alcon, a Novartis Company

Senior Sales Representative, Ophthalmology

IKON Office Solutions

Major Account Executive

Novartis Animal Health

Territory Manager

Novartis Pharmaceuticals Corporation

Sales Consultant - Primary Care/Specialist
Cardiovascular & Gastroenterology**EDUCATION & PROFESSIONAL DEVELOPMENT**

**Doctoral Candidate in EdD program: Organizational
Change and Leadership** (GPA 4.0)University of Southern California
Rossier School of EducationDissertation: *Becoming Unstoppable: Women Overcoming
Barriers to Leadership in Healthcare Organizations*

Online

Master of Education – Learning Design and Technology
In Progress - Graduation in May 2024 (GPA 4.0)

University of Southern California
Rossier School of Education
Online

Graduate certificate - Learning Design and Technology
(GPA 4.0)

University of Southern California
Rossier School of Education

Bachelor of Science
Biomedical Science/Minor in Business

Texas A&M University
College Station, Texas, USA

ORGANIZATIONS & PHILANTHROPY

Board of Directors 2023-2025, Executive Board – Treasurer, SPCA of Texas

Speaker and Member, Association for Talent Development

Regional President, Marketing & Communications, Healthcare Businesswomen's Association

Member, Mensa International

Alpha Delta Pi-Alumna, Dallas Chapter