



# Isabelle F. Rey Lescure, Ph. D.

Communication | People & Culture | Management

## CONTACT

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## CORE STRENGTHS

Adept leader & facilitator

Strong client service orientation

People-driven mindset

People engagement & development

Intercultural communication

Cultural sensitivity

Teamwork and collaborative approach

High adaptability to new environments

Reliability, delivery

Trilingual: English, French, Mandarin Chinese

## DELIVERING VALUE THROUGH PEOPLE ENGAGEMENT

Experienced and multifaceted professional with over 30-year international work experience and dual expertise in both People & Business Management and People Development & the learning experience. Proven track record of successes across academia and business world. Known as an adept leader and facilitator, with a passion for people engagement and service excellence. Multilingual communication skills and rich experience in working in an international diverse cultural environment.

## PROFESSIONAL EXPERIENCE

**CONSULTANT & COACH**, career transition, professional development & communication in translation

**ADEN GROUP**, Shanghai, China 2008/04 – 2019/06  
*Asia's leading facilities management service provider with 26,000 staff in 25 countries*

**Group HR Director, China Corporate Affairs Executive Director  
Executive Director China, HR, Corporate Social Responsibility, Corporate Affairs**

- Streamlined operations by centralizing & consolidating services and setting up the organization's centers of expertise and shared service centers.
- Measurably increased talent and employee engagement by investing in programs for talent management, engagement and learning & development.
- Significantly improved analysis, reporting, and planning capabilities by initiating the transition from outdated HR system into fully integrated HRIS.
- Repositioned the teams as business partners and championed and effectively developed a culture of service excellence delivery.
- Co-chaired the CSR committee to create & rollout an actionable CSR strategy.
- Actively embedded equity, diversity and inclusion in internal policies and systematically promoted this commitment across the organization.
- Oversaw the administrative management of all business & industry licenses for operations in China (11 companies, 65 branches) & related government relations.

**DBM**, Shanghai, China 2005/06 – 2008/03  
*Global human capital management consulting firm (now part of Lee Hecht Harrison)*

**Senior Consultant**

- Delivered individual and corporate career management, career transition and change management programs, counseling and coaching (in English, Chinese and French) to Fortune 500 executives and managers.

**TOPLINE EXPRESS LOGISTICS GROUP**, Shanghai, China 2002/12 – 2005/06  
*International logistics and packaging solutions provider*

**Vice President**

- Developed the organization's customer service and customer experience strategy and services, managed the overall performance of the team and processes across departments to achieve the highest levels of customer satisfaction.
- Introduced a Talent Management program; actively involved in senior staff recruitment and onboarding coaching.

## SKILLS

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People skills

Team leadership

Organizational skills

Project management and process improvement

Problem-solving skills

Communication skills

Microsoft 365, Office

## LANGUAGES

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Fluent (spoken, written & read) in English (IELTS-C2), French (TEF-C2, native), Mandarin Chinese (HSK6-C2)

## OTHERS

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Canada permanent resident

## PROFESSIONAL EXPERIENCE (cont'd)

- Guided the production of sales support market information, brochures, and other promotional supports; directed the creation and maintenance of all the group companies' websites (trilingual).

**WANGUOLI SCIENCE & EDUCATION**, Dalian, China 2001/07 – 2002/11  
*Firm offering study-abroad programs, offices in Dalian & Shenyang*

### Vice General Manager

- Led a team of 15 consultants; organized and headed conferences & events.
- Designed and offered academic and career orientation counseling.
- Developed and negotiated cooperative agreements with several foreign academic institutions.
- Assisted the GM in developing and maintaining networks of contacts and relations with authorities, administration, partners.

**CANIX FOREIGN LANGUAGE SCHOOL**, Dalian, China 2000/03 – 2001/07  
*English school for high-end clientele*

### Vice President, Director for Academic and Public Affairs

- Supervised the Education department (24 staff) and all matters pertaining to teaching and learning activities, launched initiatives on program improvement, pedagogical innovation and the use of technology in teaching and learning.
- With a team of 3, planned communications and external relations strategies, organized & managed events, represented and promoted the school at outside events; acted as school ambassador in several TV and radio shows.

**SOCIAL ANALYST**, Liaoning / Shanghai, China 1994 – 1999  
*Sponsored by the U.S. National Science Foundation & the Wenner-Gren Foundation*

- Conducted in-depth field research in uncharted territory ; completed doctoral dissertation.

**COLUMBIA UNIVERSITY**, New York, U.S.A. 1990 – 1993  
*Recipient of Columbia President's Fellowship (1990-1993; 96-97)*

### Teaching Assistant & Research Assistant

- Anthropological fieldwork in China (1991/06-08; supported by Sheldon Scheps Memorial Fund award).

**JAMES MADISON UNIVERSITY**, Virginia, U.S.A. 1989 – 1990  
**Instructor** (French language, Chinese literature)

**LYON III UNIVERSITY EXCHANGE PROGRAM**, Dalian, China 1987 – 1988  
*With Dalian University of Foreign Languages*

### Program startup Head & Instructor

## EDUCATION

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**Ph.D.**, Sociocultural Anthropology  
Columbia University, New York, U.S.A.

**M.A.**, Anthropology  
Columbia University, New York, U.S.A.

**M.A., summa cum laude**, Chinese Studies  
Lyon III University, Lyon, France