

# Angela Chapman

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Strategic organizational development leader with more than 15 years of experience in servant leadership, relationship building, organizational strategy, and fiduciary governance accountability. Experienced in overseeing human resources functions, organizational development initiatives, recruitment, employee engagement, and leadership operations within startup businesses and nonprofit environments. Proven success in building high-performing, collaborative teams through employee-centered strategies that enhance workplace culture and organizational effectiveness, supported by graduate-level training in mediation and conflict resolution. Passionate about fostering sustainable organizations, strengthening team collaboration, and advancing leadership practices that support employee well-being and long-term organizational growth.

## Technical and Professional Skills

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Microsoft Office Suite, Adobe, Excel, Canva, PowerPoint, Conflict Resolution Management, Training Manual Development, Strong Presentation Skills, Statistical Analysis Using SPSS, Qualitative Narrative Research and Thematic Coding, Survey Development and Data Collection, Organizational Leadership and Conflict Analysis, Literature Review and Academic Research (APA 7th Edition)

## Education & Certifications

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**Doctor of Education in Organizational Leadership|Concentration: Conflict Management In-Progress**|Abilene Christian University

**Master of Science in Organizational Development** | Abilene Christian University

**Bachelor of Science in Health Administration** | Texas A&M University-College Station

**Diversity, Equity, and Inclusion Certificate** | OSHA

**Graduate Mediation Certificate - Conflict Resolution Management** | Abilene Christian University

**Diversity Leadership Development** | Dallas Symphony Orchestra

**Leadership America** | Lifetime Membership

**Leadership in Board Service Certification** | Texas A&M University Center for Nonprofits & Philanthropy- The Bush School

## Professional Experience

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**Chief Executive Officer (Founder)** | Jan 2010 - Present

Bright Legacy Enterprises, LLC. & Affiliated Companies | Real Estate Investment Firm Frisco, TX

- Lead the company in direct real estate acquisitions, executing thorough due diligence, encompassing market assessments and risk analysis, resulting in expanding the real estate portfolio substantially and diversifying the company's assets.
- Responsible for human resources functions and regulatory compliance, training, and development initiatives, and have implemented employee engagement programs to enhance organizational productivity and efficiency.
- Collaborate with developers and manage a productive team of eight statewide realtors, providing continuous mentorship and establishing actionable KPIs for successful tenant-landlord negotiations and retention.
- Implement data-driven marketing and leasing strategies, leveraging analytics and targeting to boost qualified tenant leads by 40% within 6 months.
- Responsible for enhancing the company's social and community impact through purposeful and strategic community partnerships that align with the organization's values and objectives.

**Senior Advisor, Organization Development** | May 2023 - September 2025

DW&A Firm | Houston, TX

- Accountable for supporting the execution of extensive analysis to increase organizational effectiveness.
- Perform data analytics to measure the impact of organizational development interventions.
- Conduct surveys and assessments for clients to identify trends and formulate recommendations to enhance the company's organizational structures.

## Additional Work Experiences

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### **Consultant-Human Resources Benefits |2004-2006**

Accord Human Resources |Dallas, TX

- Responsible for cultivating connections with client business owners and stakeholders, offering qualitative and quantitative insights for strategic planning aligned with company requirements.
- Managed the implementation of employee benefits; oversaw annual open enrollments and continuous education opportunities.
- Account executive responsibilities included optimizing service operations to deliver the highest quality at the lowest cost and ensuring fiscal responsibility.

### **HR Benefits Client Relationship Manager| 2000-2004**

Administaff |Houston, TX

- Leader of client projects and business strategy implementation.
- Compliance and service specialist.
- Managed HR delivery solutions customized for assigned clients.
- Trained supervisors on benefit plans and policy details.

### **Senior Group Services Account Manager |1994-1999**

CIGNA |Houston, TX

- Client management responsibility- Increased book of business by 30% during the first year and promoted to large client account management.
- Responsible for adding business development and maintaining client retention; responsible for ancillary sales.
- Oversaw service delivery systems using analytical methods, measurements, and assessments to **continuously** evaluate plan design effectiveness.
- Held and presented ongoing training and educational materials to company leaders and employees; developed inclusive strategies and programs to ensure maximum engagement in CIGNA services.

## **Research Experience and Other Leadership Services**

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**Abilene Christian University** | February 2024| Capstone

“Effective Leadership for Harmony in Multi-Generational Teams: Bridging Communication Gaps and Conflicts”

- Extensive research on the challenges caused by multigenerational differences.
- Collaboration with company leadership to assess culture and existing challenges.
- Provided theoretical and practical recommendations for leadership implementation.
- Investigated the impact of leadership proficiency in addressing problems arising from generational diversity.

**Abilene Christian University** | August 2024| Research Interest

“Leading Multigenerational Teams: Mid-Level Leaders’ Conflict Management Strategies Through the PERMA Model”

## **Leadership, Service, Awards, and Philanthropy Experience**

**2025 Texas A&M Aggie Impact Gala Honoree Award**

**Guest Teacher and Mentorship| Leadership Preparatory Schools K12 - Organizational leadership responsibilities; providing ongoing support to public charter schools.**

**Pioneering Excellence| Board Member- governance leadership supporting the organization through dedication to advancing cultural education, scholarship support, and community engagement in the North Texas area.**

**Texas A&M Association of Former Students | Leadership Council -Representative At Large position- 2021-present**

**Texas A&M Association of Former Students | “Pass it Back” Fundraising Campaign Ambassador**

**Texas A&M Endowment Member| Provide annual scholarships to Aggie students**

**American Heart Association| Donor**

**Houston & Dallas ISD | Business Partnership-Volunteer- Community Leader**

**DBDT Board Member and Stakeholder Relations Committee Member| Support professional dance company through governance, fundraising, and strategic marketing plans| 2020-Present**

**The Crown Within Board Member | Organizational governance and advocating for mental health awareness while educating, equipping, and empowering young girls ages 13-17 - 2018-Present**

**North Texas Food Bank | Volunteer Lead and Donor**

**ER of HR Board Member/JCIM Technology Corporation 2022-2025**