



## Lori Henkel

### Senior Vice President, Charlotte Market executive

LORI HENKEL is the Charlotte Market executive at Bank of America leading the Charlotte market team responsible for enabling and delivering company resources and expertise to our clients and communities across the Charlotte market as well as the Team Leader for the Major Markets Southeast Pod.

Prior to being named Charlotte Market executive, Lori designed, built and led the Global HR Life Event Services (LES) team, which helps employees and their families manage through significant life events. Additionally, Lori led the ER managers, consultants and advisors who provide consultation on complex Employee Relations issues. To support both functions, she implemented an integrated operations team which included internal reporting, project management, business controls, risk management, internal communications, training, engagement and technology support in addition to leading GHR Business Continuity.

Lori joined Bank of America in 2006 leading Executive Engagement for the International MBNA HR merger. Post go-live, she joined the International Shared Services (ISS) team to lead communications, training, engagement, project management, vendor management and business controls. With the announcement of the Merrill Lynch merger, Lori transitioned to lead the GHR Merrill Lynch International Change Adoption team which provided communications, training and engagement support for the countries outside of the U.S. with a Merrill Lynch presence.

Lori's career path also includes a role as the Workforce Management Change Executive for the Fidelity to Aon Hewitt GHR vendor transition. Additionally, she designed and led the GHR Employee Experience team which had three key areas of focus- the U.S. GHR Escalations team, the GHR Employee Experience Research & Operations team and the GHR Adoption, Communications & Engagement (ACE) team which managed global GHR operational communications, GHR Initiative communications, engagement & training. The Employee Driven Transformation assessment, led by Lori's Employee Experience Research team, was the foundational research project that identified the opportunity, based on client feedback, to build the U.S Life Event Services team in 2014.