

## How Can Retail Businesses Help Frontline Workers Advance?

### Speaker Biographies

**Gayatri Agnew** comes to Walmart having worked in the public sector both in government and non-profits and found her way to business because her desire to work on impact at scale. She is committed to shared value and believes businesses can be a force for good in society. Raised by a single mom in California she knows firsthand that access to education and good jobs change lives – and she is proud of the way Walmart unlocks opportunity for so many of our associates. Gayatri serves on the leadership team of Walmart’s Global Responsibility division where she leads strategy and philanthropy for Walmart’s efforts on economic mobility, specifically a shared value approach to human capital, partnerships and philanthropy focused on key issues such as employer practices change, improving work-based learning and strengthening inclusion in communities. Gayatri’s personal mission is for more people to find purpose through the way they earn a living. She is currently a Presidential Leadership Scholar working on changing corporate culture for working moms. She is active in the local community serving on the Bentonville City Council as well as on the national boards for the Vote Mama Foundation, & Mother and Path Forward. She is a former board member of the Center for Women and Democracy and has previously served as a Clinton Fellow with the American India Foundation working on reskilling in India. When not engaged at work or in civic life she can be found hiking, singing karaoke, enjoying the local farmers market and crafting at home – She and her husband, Ryan live in Bentonville with their two young children, Rohan and Kamala.

**Orlando Cazarez** is the Senior Program Manager for RetailWorks AZ - the Retail Sector Initiative at the Center for the Future of Arizona. Orlando is a native of Sinaloa, Mexico and recently completed a graduate degree program at Thunderbird School of Global Management. He also holds a Computer Information Systems degree from Arizona State University, as well as a certificate in Energy & Sustainability. His past 20 years of professional experience include roles at IBM global government division, territory manager and trainer at First American Title and, prior to CFA, he was the Sr. Director of Business Development at the Arizona Hispanic Chamber of Commerce. His first job was as an Airbrush artist at a T-shirt retail shop in Christown Mall in Phoenix. Orlando is active in his community through previous roles such as board member at Xico Latinx & Indigenous Art Inc., instructor for the Young Entrepreneur Academy at Phoenix Community College and a 5-year Federal Political Coordinator appointment for Congressman Ruben Gallego’s AZ District 7. Orlando also proudly served in the US Army. Orlando, his wife and their 3 children live in Laveen, AZ and enjoy hiking, cycling, camping, and trips to the beach as a family.

**Kristy Jones** is a Manager of Leadership Development Programs at Meijer. In her role, she helps design, strategize and facilitate leadership development programs with a special focus on developing Store Directors of the future of the retail’s fast-paced and ever evolving needs. She has been with Meijer for 9 years, impacting the growth in store environment and focus on talent management strategies to drive business results. Prior to joining Meijer Kristy spent 6 years as a development consultant for clients in

both public and private sector organizations. She is a graduate of Cornerstone University and currently resides in hometown of Grand Rapids, MI.

**Molly M. Scott** is a principal research associate in the Center for Income and Benefits Policy. Her work centers around the systems changes needed to ensure that all people are valued for their skills and abilities, can signal them effectively in the labor market, and enjoy a good return on their investments in education and hard work. Recent research has focused on redesigning mainstream high school to be more supportive of young people with adult responsibilities, incentivizing postsecondary institutions to take more competency-based approaches to education, and evaluating initiatives to promote broad-based credential transparency. In addition, Scott has collaborated with employers to document forward-thinking practices in hiring and advancement for frontline workers that promise to be good for people and business.

**Tiffany Shipper** is currently a Market Human Resources Senior Manager for Best Buy supporting the Southwest. Shipper is a proud AZ native living in Peoria. After starting as an hourly associate at Home Depot over 20 years, she fell in love with retail and with Human Resources. She has held roles in store human resources, operations, and as a store manager for Home Depot and Best Buy. Shipper is currently working on her MBA in Human Resource Management while at the same time engaging in the amazing people focused work at Best Buy.

**Shayne Spaulding** is a senior fellow in the Income and Benefits Policy Center at the Urban Institute, where her work focuses on the evaluation of workforce development and postsecondary education programs. She has spent more than 20 years in the workforce development field as an evaluator, technical assistance provider, and program manager. Her research has examined the public workforce system; community college innovations; employer engagement in workforce programs; services to parents, youth, and noncustodial fathers; people with criminal records, performance measurement in workforce programs, and other topics. Spaulding coleads several Urban projects and initiatives, including Building America's Workforce, which brings together workforce development research from across Urban; Bridging the Gap, which centers on child care and workforce development for low-income parents; the assessment of the JPMorgan Chase & Co. New Skills at Work Initiative; and the US Department of Labor's Analysis of Employer Performance Measurement Approaches, for which she is principal investigator and project director. Before joining Urban, Spaulding was the university director of workforce development for the City University of New York (CUNY), the nation's largest public urban university system, where she oversaw workforce and continuing education programs in CUNY's 24 colleges and professional schools. From 2001 to 2009, she worked for Public/Private Ventures, where she was a senior program director, leading evaluations of sectoral programs, social purpose staffing agencies, and services for noncustodial fathers. Spaulding holds a BA in American government from Wesleyan University and an MA in public policy from Johns Hopkins University.