

# Trang Malone



I foster cultures that drive collaboration, enhance operational efficiency, and optimize talent to meet strategic objectives. With over 25 years in healthcare HR, I bring leadership acumen to tackle modern workplace challenges. I believe in the power of people as the cornerstone of any successful organization and culture, and I am enthusiastic about inspiring others to invest in people and communities. Expertise and skills include:

- Training and Workforce Development
- Strategic Thinking
- Project Management
- Data Analytics
- Relationship Building
- Initiative-taker
- Problem Solving
- Proactive Leadership

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## Experience

### **Workforce Initiatives Manager, CVS Health, February 2021-Present**

- Developed strategic partnerships with government, non-government, and non-profit organizations to promote diversity and break down employment barriers; established training pharmacies and retail stores with partners, providing hands-on community training.
- Aligned workforce strategies with business goals by establishing regional and cross-functional relationships, prioritizing initiatives for scalable programs with sustainable outcomes; programs included education, training, and work-based learning for underserved populations, including those with disabilities, youth, military veterans and spouses, and high-risk individuals.
- Spearheaded innovative workforce programs with secondary and higher education institutions, channeling candidates into CVS Health roles, increased customer loyalty, and positively impacted the businesses bottom line.

### **Human Resources Business Partner and Workforce Excellence Fellow, The Institute for Human Services, Honolulu, Hawaii, August 2020-January 2021**

- Developed and implemented the quality improvement plan for Commission on Accreditation of Rehabilitation Facilities International accreditation, streamlining processes and enhancing quality outcome for individuals served.
- Spearheaded human resource projects for the Temporary Quarantine and Isolation Center, addressing the needs of Honolulu's homeless population, and created a staff transition plan for closure.
- Directed the launch of a new clinical department, effectively guiding the project from recruitment through onboarding to meet the business objectives.

**UNITED STATES ARMY, MARCH 1993 - JULY 2020**

**Administrative Director, Public Health Command, Honolulu, Hawaii, July 2019 – July 2020**

- Managed and developed staff across multiple operational areas including human resources, training, workforce development, healthcare supply chain, safety, and finance, managing a \$5.2 million budget to optimize organizational effectiveness.
- Provided strategic mentorship and leadership to managers driving workforce performance improvements that enhanced public health initiatives, including health promotion, disease prevention, and environmental health for 600,000 beneficiaries across ten countries and four states.
- Created a comprehensive strategic plan, guiding the company's growth and adapting it to changes in public health and Army medicine.

**Chief Compliance Officer & Chief People Officer, 18<sup>th</sup> Medical Command, Fort Shafter, Hawaii, August 2014 - June 2019**

- Managed complaints and assistance requests, led inspections and investigations on policy or regulation violations, delivering impartial assessments to boost organizational performance for the U.S. Army.
- Designed and implemented comprehensive educational and training initiatives tailored to key aspects of the compliance program aligned with Federal and Army regulations.
- Led human resources support across seven departments in the Indo-Asian Pacific, enhancing humanitarian aid, deployment activities, and disaster relief operations.
- Forged alliances with host nation leaders and non-governmental organizations across the Pacific, leading a team to deliver mobile hospital training to the Socialist Republic of Vietnam Army, enhancing U.S. relations in the region.

**Chief People Officer, Evans Army Hospital, Fort Carson, Colorado, June 2012 – July 2014**

- Directed talent management strategies and workforce initiatives for a 2,500-employee team, driving improved business performance and delivering top-tier healthcare to 70,000 beneficiaries.
- Delivered human resources guidance, shaped organizational decisions, and partnered across teams to successfully launch new healthcare clinics, wards, and hospital services.
- Navigated the facility through a government shutdown and furloughs, crafted strategies to manage sequestration, and maintained transparent communication with the public and union representatives; ensured adherence to Joint Commission Accreditation Standards.

**Chief Human Resources Officer, Medical Department Personnel Proponent, United States Army, Fort Sam Houston, Texas, April 2010 – May 2012**

- Represented the Army Medical Department worldwide, managing the employment life cycle from recruitment to separation for 30,000 Army Medicine Soldiers.
- Conducted studies and analyses to improve the management and career paths healthcare Soldiers; created a career pathway for twenty-four different medical specialties for the U.S. Army.
- As part of the human resources center of excellence, developed human resource planning models to identify competency, knowledge, and talent gaps of healthcare personnel; created new positions for the Army to include healthcare advisor and aeromedical evacuation.
- Led a team of analysts, educators, and managers to write and ensure policies and procedures were current and in compliance with Federal, Department of Defense, and Department of the Army laws/policies.

**Director of Healthcare Recruiting, 6<sup>th</sup> Medical Recruiting Battalion, Sacramento, California, January 2008 – March 2010**

- Responsible for the training, development, and recruitment strategy for a team of ten to recruit licensed health care providers across the states of California and Nevada; led the team to exceed the recruiting mission each year.
- Built relationships with major universities, hospitals, and healthcare organization; continuously improved the application process for candidates, created purposeful presentations for healthcare staffs and students, assessed effectiveness of programs built, and reviewed metrics weekly to ensure plans would meet organizational goals.

**Director of Operations, 4<sup>th</sup> Infantry Division, Fort Hood, Texas, July 2005 – December 2007**

- Served as the advisor to the Chief Executive Officer and the C-suite staff during the height of the Iraq war on day-to-day functions, specifically related to protocols for all formalities, military etiquette, and coordination in diplomatic, governmental, and public settings.
- Managed numerous high-level projects to minute details in continuous high tempo environment; ensured interactions followed established protocols and cultural sensitivities for briefings, ceremonies, correspondence, and liaison for internal and external organizations.
- Organized and oversaw twelve memorial services and twelve Purple Heart ceremonies, navigating significant community and media attention to honor fallen families with dignity and foster positive community relations.

**Director of Training and Operations, Tripler Army Medical Center, Honolulu, Hawaii, July 2004 – June 2005**

- Responsible for the training and readiness of 1500 hospital employees; designed and implemented the annual training plan and guidance for employee training programs; led a team of trainers and operational staff.
- Created an employee school standard operating procedure to encourage development and professional growth of all employees; monitored and evaluated the effectiveness of training and operation initiatives.
- Collaborated with department heads to align training with organization goals.

**Director of Training and Operations, Medical Mobile Training Team, Task Force Phoenix, Operation Enduring Freedom Afghanistan, November 2003 – June 2004**

- Developed an emergency medical technician/first responder program in support of the Afghanistan National Army, created bilingual curriculum and materials, and prepared four Afghan doctors and 10 U.S. trainers to serve as instructors.
- Responsible for the administrative and logistical requirements for the 10-member team and was the liaison between the Ministry of Defense Hospital, Kabul Military Training Center, medical translation team, and Office of Military Cooperation-Afghanistan.

**Director of Training and Operations, 187<sup>th</sup> Medical Battalion, Fort Sam Houston, Texas, 1999-2000**

- Managed the Army's largest medical training division, including specialties like dental, veterinary, behavioral health, radiology, pharmacy, and nutrition care.
- Established more than twenty standard operating procedures for training and support to students, including customized learning plans, medical equipment maintenance, learning management system, managing medical supplies, medical drills and simulation, 6-point safety program, inclement weather surveillance system, postal operations, and equal opportunity.

## Education

- Master of Arts in Human Resource Management, Hawai'i Pacific University, Honolulu, Hawaii
- Bachelor of Science in Nutrition, Eastern Illinois University, Charleston, Illinois

## Activities

- WISE Wahine CRG Board Member, 2024-Present
- FIT Club Hawaii CRG Leadership, 2023-Present
- Council Member, State of Hawai'i Workforce Development Council, 2023-Present
- Chair, Military Veterans Affairs Committee, State of Hawai'i Workforce Development Council, 2023-present
- Disabled American Veterans, 2021-Present
- Lead, Volunteer Human Resources, American Red Cross of Hawaii, 2018-Present

**CVS Health Initiatives** I led or had a significant role resulting in successful outcomes and shared through media:

**Career Skills Lab** KABC-TV (ABC Los Angeles) <https://protect-us.mimecast.com/s/GxzOCo2kO4CBAxmoVI1mNRJ?domain=app.criticalmention.com>

**My personal story** KITV Hawaii <https://protect-usb.mimecast.com/s/Kgp6Cg7WVNtG5R5QKYYCNcr15?domain=kitv.com>

**Heart at Work Trang** <https://heartbeat.cvshealth.com/video/1421276/serving-her-country-and-our-communities>

**Department of Labor Apprentice Trailblazer** [https://www.kitv.com/news/local/maui-pharmacy-tech-receives-dept-of-labor-apprentice-trailblazer-recognition-in-hawaii/article\\_e43f64ec-931b-11ee-ab01-e3ed9bb36f6b.html](https://www.kitv.com/news/local/maui-pharmacy-tech-receives-dept-of-labor-apprentice-trailblazer-recognition-in-hawaii/article_e43f64ec-931b-11ee-ab01-e3ed9bb36f6b.html)

**Military Partnership** Spectrum News 1 (Los Angeles, CA) [https://spectrumnews1.com/ca/la-west/inside-the-issues/2024/01/12/job-placement-for-veterans?cid=id-app15\\_m-share\\_s-web\\_cmp-app\\_launch\\_august2020\\_c-producer\\_posts\\_po-organic](https://spectrumnews1.com/ca/la-west/inside-the-issues/2024/01/12/job-placement-for-veterans?cid=id-app15_m-share_s-web_cmp-app_launch_august2020_c-producer_posts_po-organic)

**Heart at Work Saif** <https://www.cvshealth.com/news/heart-at-work/saif-fled-a-war-became-a-pharmacist-and-now-helps-other-refugees.html>