



Jackie Parker

Chief Talent and Diversity Officer
Global Payments

Jackie Parker has been at the helm of Global Payments since June 2021, serving as the organization's Chief Talent and Diversity Officer. In this pivotal role, she takes charge of spearheading a comprehensive cultural transformation across the company. Her portfolio encompasses a wide spectrum of responsibilities, including talent management, diversity, equity, and inclusion (DEI) HR strategy, succession planning, performance management, leadership and team member development, and talent acquisition. Under Parker's leadership, Global Payments has witnessed a series of transformative initiatives. These include the optimization of company-wide talent acquisition practices through the integration of advanced technology. Her tenure has also seen the formulation and execution of a holistic DEI strategy that spans the entire organization. Furthermore, she launched a global workplace and women's initiative, breathing fresh life into the workplace dynamics. Another remarkable achievement has been the redesign of Employee Resource Groups (ERGs), with a laser focus on extracting maximum business impact.

Jackie Parker's role as the head of Talent has seen some remarkable achievements. One standout accomplishment has been the successful implementation of OKR planning at Global Payments. Think of it as a strategic compass that seamlessly aligns HR objectives with the company's overarching goals, resulting in a substantial boost to HR's performance. In her unwavering commitment to ensuring that leadership remains accountable for DEI (Diversity, Equity, and Inclusion) goals, Parker introduced a Balance Scorecard. This approach cascades goals throughout the organization, from top business leaders down. It's a structured way to make sure everyone is on the same page when it comes to DEI initiatives. But Parker's influence doesn't stop there. She also took the lead in initiating a Request for Proposal (RFP) to replace Global Payments'

VMS/MSP providers. This change was pivotal in overhauling the VMS/MSP process, bringing in new VMS technology to streamline the procure-to-pay process for contingent labor. It's all about working smarter and more efficiently.

And here's the ripple effect of her efforts: the merger led to the standardization of global succession planning. That means a consistent approach to identifying and developing talent across the organization. Additionally, comprehensive career pathing and internal mobility programs were introduced, giving employees a clearer roadmap for growth within the company. It's all about creating opportunities and pathways for everyone to excel.

Prior to her tenure at Global Payments, Jackie Parker founded JWP Consulting LLC, where she collaborated with C-suite executives to elevate brand reputation through strategies centered on diversity, equity, and corporate giving. Her illustrious career includes a stint as President of the General Motors Foundation and Director of Global Corporate Philanthropy. Additionally, she has held leadership positions at renowned organizations such as the General Motors Foundation, Newell Rubbermaid, PepsiCo, Nabisco Foods, Campbell Soup Company, and Quaker Oats.

Jackie's academic qualifications include a Bachelor's degree in marketing from Hampton University and an MBA from John Hopkins University. She also holds the Professional Certified Coach (PCC) credential from the International Coach Federation and the Certified Professional Co-Active Coach (CPCC) designation from the Coaches Training Institute (CTI). Beyond her professional accomplishments, Jackie actively contributes to her community by serving on the board of Alliance Theater and being a member of Leadership Atlanta and the Executive Leadership Council.

In summary, Jackie Parker's career journey is marked by a relentless pursuit of excellence in talent management, DEI, and corporate strategy. Her unwavering commitment to transformation and leadership underscores her impact on the organizations she serves.