



PARADIGM[®]
for PARITY

PROFIT & LOSS LEADERSHIP ACCELERATOR PROGRAM 2025

LOOKBOOK



Jingyuan (Joyce) Chai

Senior Marketing Analyst

EVERSOURCE ENERGY

Jingyuan (Joyce) Chai is a results-driven Senior Marketing Analyst with a strong background in data analytics and CRM management, who is leading a team of data professionals, including a Salesforce developer and an Associate Data Analyst, to generate data-driven marketing strategies and enhance operational efficiency in Eversource.

Passionate about leveraging technology and analytics to present market status and trend, Joyce plays a key role in aligning business objectives with technical requirements. In addition to managing CRM and data analytics, she also strengthens collaboration between cross-functional teams to enhance decision-making and system performance.

Beyond her core responsibilities, Joyce is committed to diversity and inclusion, having played a pivotal role in organizing cultural initiatives such as Black History Month Celebration, Asian American and Pacific Islander celebration, and Hispanic Heritage Month Celebration for the Multicultural Business Resource Group (MCBRG) within Eversource.

With a vision for continued growth, Joyce aspires to expand her leadership impact by driving strategic innovations and mentoring future professionals in the industry.



Audrey Chardonnet

Global Business Development Director

APTAR PHARMA -INJECTABLE DIVISION

Audrey Chardonnet is the Global Business Development Director at Aptar Pharma's Injectable division and is responsible for driving the overall strategy for the Prefilled syringe components business category since 2020. Previously, she spent more than 10 years in Global Key Account management and most recently as Global Strategic Sales Director. She holds an Engineering Master's degree in chemistry and has built over the last 15 years a strong knowledge in negotiation, sales management, developed strong strategic thinking skills and the ability to handle complex matrix mode organization.

At work, Audrey is autonomous, flexible and perseverant. She strives to develop internal and external network, likes to evolve in an international and challenging environment, and to identify levers of growth. Audrey was one of the initial trailblazers for the formation of women's groups in Aptar leading to ALIGN ERG who champion women leadership and advocate for neutral gender organization. She had successfully led the ALIGN Business Alignment pillar since 2020, and has been recently named Chair of ALIGN.

Audrey lives in Paris with her husband Jérôme and her 2 sons Paul 9 years old & Côme 3 years old. In her free time, Audrey likes travelling, running and enjoying her time (museum, theatre) with her family & friends.



Debra Davis

Associate Consultant, Talent Acquisition EVERSOURCE ENERGY

Deb Davis MSHRM, SHRM-CP, Associate Consultant, Talent Acquisition at Eversource Energy celebrating 7 years with the company. A trusted and strategic business partner with over 18 years of HR experience, bringing energy, enthusiasm, and passion to the role. With a broad Human Resources expertise in benefits, employee relations, onboarding, talent acquisition, change management and compliance.

An engaged member of the Society for Human Resources Management (SHRM), a Certified Professional (SHRM-CP) who actively volunteers on the Board of Directors of my local SHRM chapter, the Human Resource Association of Central CT (HRACC) serving as the Certifications Director.

A graduate from Albertus Magnus College in 2017 with a bachelor's degree in business management, Summa Cum Laude and the University of Connecticut School of Business in 2019 with a Master of Science - MS, Human Resource Management.

An Energy Toastmasters Member from 2019 – 2023 where I pursued my passion for public speaking and inspiring others through speech. I currently support and recruit for our Customer Care groups across our service territory of CT, MA & NH. I have the pleasure of conducting new hire orientation and partnering on workforce development programs here at Eversource Energy such as the Lineworker Certificate Program where we partner with local community colleges and universities to help people change their lives for the better. I love what I do!



Michelle Domino

Vice President - Brokerage and Group Operations LTCI PARTNERS, LLC

Michelle Domino, Vice President of our Brokerage and Group Operations, joined LTCIP as a sales associate in 2007 with a background in the insurance industry. Michelle currently manages various departments at LTCI Partners: Contracting & Licensing, Case Management, our Sales Associates and enrollment services for both our Brokerage and Group divisions. Michelle has a background in sales, marketing, operations, and product management.

Michelle's passion is helping associates within LTCI Partners achieve success, as well as helping our clients find the best benefit solution for long-term care and retirement planning.



Alivia Grate

Senior Engineer, Operational Compliance EVERSOURCE ENERGY

Alivia Grate is a dedicated Engineer, leader, and advocate for workplace equity. With a background in Electrical Engineering and Systems Engineering, she has built her career rooted in problem-solving, compliance, and leadership. As a Senior Engineer in Operational Compliance at Eversource Energy, Alivia plays a critical role in ensuring regulatory compliance requirements are met, while mentoring new engineers. With nearly a decade of engineering experience, she has worked across industries, including defense and energy, contributing to critical infrastructure projects and regulatory initiatives.

She holds three degrees, including a Master of Business Administration in General Management from the University of Connecticut, a Master of Engineering in Systems Engineering from Stevens Institute of Technology, and a Bachelor of Science in Electrical Engineering from the University of Connecticut.

Alivia's passion for advancing gender equity in leadership and fostering a culture of inclusion in STEM fields aligns with her participation in the Paradigm for Parity program. Through her technical expertise and leadership skills, she strives to dismantle systemic barriers and create opportunities for the next generation of engineers and professionals in STEM.



Gondje Hendricks

General Manager Benelux

ZOETIS

Gondje Hendriks is an experienced leader in the animal health and pet care industry, with a passion for driving meaningful change and fostering strong teams. As the General Manager of Zoetis Benelux, she is responsible for a business of €100 million in net sales and a team of 80 employees. In this role, she focuses on shaping a positive organizational culture and strengthening the structure to support future growth.

Before stepping into her current role, Gondje served as Business Unit Director for Companion Animals at Zoetis, leading a €60 million business and a team of 40 employees. Her work centered on developing and implementing sales and marketing strategies while ensuring the organization remained agile and well-structured.

Her career also includes leadership roles at Boehringer Ingelheim, where she was responsible for managing and growing businesses in the pet care sector. She has worked on defining e-commerce and digital strategies, as well as launching direct-to-consumer initiatives to better connect with customers. Gondje gained valuable experience in digital marketing, CRM, and e-commerce at Royal Canin Benelux and Royal Canin Belux, where she contributed to strengthening online presence and customer engagement. She also shared her expertise across European markets as a Centre of Excellence Lead for digital transformation.

She holds an MBA in International Management from INSEEC Bordeaux and Berkeley University, as well as a Licence in Mathematics & Physics from Dijon University. She is fluent in Dutch, French, and English, with strong Spanish reading skills. Throughout her career, Gondje has enjoyed working with teams to build strategies that deliver impact. She believes in a hands-on approach, values collaboration, and is always looking for ways to innovate and improve.



Katie Kier

Real Estate & Customer Experience, Senior Manager PROLOGIS

Katie Kier is a seasoned real estate professional with over 20 years of experience in commercial property management. She currently oversees a diverse portfolio of industrial real estate in the Denver market, leading a high-performing team of six. Her expertise spans multiple asset classes, including office and retail management.

Committed to continuous growth, Katie has recently expanded her leadership skills through courses and coaching with BetterUp, enhancing her ability to lead with strategy and vision.

Outside of work, Katie enjoys exploring Colorado's scenic landscapes through hiking and biking and is passionate about yoga and wellness.



Christina Kjaeroe

Vice President

NFP PRIVATE CLIENT GROUP

Christina Kjaeroe is a Vice President at NFP, where she creates tailored insurance programs for successful individuals and their families. With over a decade of experience in the industry, Christina has built a reputation as a top producer, managing some of the firm's largest and most influential client and referral relationships. Her extensive industry knowledge and commitment to excellence have made her a trusted advisor and leader in her field. She is passionate about mentorship, guiding a team of eight to develop their skills and prepare for future roles within the organization.

Christina graduated from Lehigh University with a Bachelor of Science in Business and Economics and earned the Certified Advisor of Personal Insurance (CAPI) designation from The Wharton School. Outside of work, Christina enjoys playing golf, cooking new recipes, and hiking with her boyfriend and their dachshund, Pip.



Simone Leiderman

Business Unit Director ZOETIS, INC.

Simone Blay Leiderderman is a Veterinarian and the Business Unit Director of Animal Health at Zoetis Brazil, where she leads a team dedicated to developing and implementing innovative solutions for animal well-being. With over 30 years of experience in marketing, business management, and leadership in the pharmaceutical industry in Brazil, Simone has extensive expertise in business operations and strategic planning.

Since 2018, Simone has led Zoetis Companion Animals to become the market leader in Brazil, consistently achieving growth above the industry average. Under her leadership, the company revised its go-to-market strategy, implemented new technologies and tools, and strengthened communication with pet owners to ensure animal health. Additionally, Simone was instrumental in introducing an innovative portfolio, including monoclonal antibodies for pain relief in dogs and cats, and a dermatological line with innovative molecules.

Before assuming her current role, Simone was the Marketing Manager at Zoetis from 2014 to 2018, where she led the launch of Simparic, a revolutionary parasiticide that quickly became the top-selling brand in the animal health market. She also structured the marketing area for companion animals, preparing it for accelerated and consistent growth.

From 2008 to 2014, Simone served as a Product Manager, leading the development and launch of veterinary products and managing a diverse portfolio. She was also the Learning & Development Coordinator at Pfizer from 2005 to 2008, where she developed and implemented learning strategies for all Business Units.

Simone is passionate about innovation and people development, strongly promoting diversity, equity, and inclusion within her team. Outside of work, she enjoys spending time at the beach with her dogs and exploring new trends in the animal health sector.



Tihui Letourneau

Customer Contact Center Supervisor

EVERSOURCE ENERGY

As a dynamic and results-driven professional with extensive experience in leadership, customer service, and process improvement, Tihui currently serves as the Supervisor of a bilingual team at Eversource in Westwood, MA. With over 17 years of experience at Eversource, Tihui excels at leading diverse teams, optimizing performance, and fostering an environment of continuous development.

In her current role, Tihui leads a team of 17 Customer Service Representatives (CSRs), providing coaching and support to ensure that every team member reaches their full potential. She's a committed advocate for diversity as the lead for the Multicultural Business Resource Group, spearheading initiatives that celebrate and honor cultural diversity within the company.

Previously, as Supervisor of Customer Resolutions and Social Care Teams in Manchester, NH, Tihui consistently exceeded monthly KPIs, driving collaboration across departments to resolve customer complaints and uncover process improvement opportunities. Her leadership extended to managing a team of 10 CSRs.

With a track record of excellence in resolving regulatory complaints, coaching CSRs, and identifying impactful process improvements, Tihui is known for her ability to thrive under pressure while adhering to strict company policies and regulatory guidelines.

As a bilingual leader fluent in Spanish, Tihui utilizes her language skills to bridge communication gaps and support a wide range of customers and colleagues. With a deep commitment to professional development and fostering a culture of inclusion, Tihui continues to contribute to the ongoing success of Eversource.



Lucca Merlino

Leasing Manager PROLOGIS

I am a dedicated commercial real estate expert with 14 years of experience specializing in industrial real estate. I have a proven track record of delivering results for clients and Landlords by leveraging in-depth market knowledge and strategic insights. Known for my professionalism and commitment to client success, I am focused on building long-term relationships and providing tailored real estate solutions.



Deirdre Murphy

Head of Customer Engagement, International Commercial COE ZOETIS

Deirdre Murphy is a dynamic leader with over two decades of experience in driving digital transformation, commercial optimization, and strategic growth across the pharmaceutical and animal health industries. Currently, as the Head of Customer Engagement for the International Commercial Center of Excellence (COE) at Zoetis, Deirdre leads a global team responsible for crafting and executing omnichannel engagement strategies that deliver seamless, personalized customer experiences across international markets.

Prior to her current role, Deirdre held several key leadership positions at Novartis, where she built a reputation for driving digital innovation and leading high-impact global initiatives. As the Global Head of Strategy & Digital Insights within the commercial solutions organization, her ability to design and execute complex strategies resulted in significant improvements in operational efficiency, customer engagement, and employee satisfaction.

Since joining Zoetis in 2023, Deirdre has established the Customer Engagement team at the COE, integrating key functions including Direct to Consumer, Vet Engagement, Virtual Recall (B2B2C), Market Research, and Learning & Development. She is driving the development of omnichannel strategies, advanced field force effectiveness, and spearheading initiatives to harness customer data for personalized engagement, positioning Zoetis as a leader in customer-centric solutions.

Deirdre's extensive experience in digital acceleration, omnichannel marketing, and leading global teams in complex, matrixed organizations has made her a sought-after leader known for fostering innovation, building high-performing teams, and delivering measurable impact.



Andreia Santos

Finance Director -Closures LATAM APTAR B&H EMBALAGENS LTDA

My name is Andréia Santos, Director Finance for Latin America, with a proven track record of enhancing financial accuracy and efficiency across various sectors. I have successfully implemented innovative financial models and risk management strategies, resulting in significant cost savings and increased profitability. With a history of leading high-performing teams, being innovative developing tools to automate process and driving strategic financial initiatives.

At last, 5 year I am more focus at financial for business working closely with Sales, Marketing and Operation in a way to contribute for strategic plan increasing the pipeline and convert opportunities in business that during these period were around \$35M on sales. I have over 20 years of experience, working in several finance areas and working in different segments such as communication, banking and industry. I have an academic background in Economic Sciences and Accounting and specialization at Business, during 2018 I have made a English course at Yale.

Behind a professional there is a woman who is dedicated to her family, I am married and have a 7-year-old daughter, we love arts, music and travel. We are also dedicated to strengthening people and work as volunteers in actions where we can share our knowledge with young people at the beginning of their careers.



Raquel Rodriguez Urrutia

Director, Global Commercial Development, Petcare Dermatology
ZOETIS, INC.

Raquel Rodriguez is currently a Director, Global Commercial Development, Petcare Dermatology at Zoetis, the world's leading Animal Health Company. A proud graduate from University of Kansas (KU) MBA program.

As part of her development, and relaying on consumer insights and their purchase journey, she has had the opportunity to successfully launch new OTC & Rx brands locally and globally. She is the Global Commercial Lead for two Companion Animal Therapeutics Areas, Dermatology and Anti-infectives, and responsible for the development of global strategy including targeting, positioning, and messaging for those portfolios. Raquel received the Zoetis U.S. Operations President's Excellence Award in 2019 that recognizes remarkable performance in driving customer excellence among U.S. Commercial Operations.

Previous roles achievements include being awarded the Pinnacle Award as for "being a change agent, readily challenging status quo, seeking out opportunities and taking calculated risks while consistently delivering results and exceeding goals."

Raquel has a Finance background which allows her to use data as the baseline of decision making always thinking in value creation for all stakeholders bringing experience from her previous roles as Controller for Region Latin America and Senior Financial Specialist among others.



Trine Vatile

Director Strategy and Operations ZOETIS, INC.

Trine Vatile is a seasoned finance professional with extensive experience across various commercial and finance roles. With a career spanning over 25 years, Trine has demonstrated exceptional expertise and leadership in auditing, transaction advisory, financial control, and strategic operations. Trine began her career as an Auditor, where she honed her skills in financial analysis and compliance. Her keen eye for detail and commitment to accuracy quickly propelled her to the role of Transaction Advisor, where she successfully guided numerous transactions, ensuring optimal outcomes for her clients.

As a Financial Controller, Trine was instrumental in overseeing financial reporting and budgeting processes, implementing robust financial controls, and driving efficiency improvements. Her strategic acumen and ability to navigate complex financial landscapes led to her appointment as Finance Director, where she played a pivotal role in shaping the financial strategy and ensuring the fiscal health of the organization.

Currently, as the Director of Strategy and Operations, Trine leverages her comprehensive financial background to drive strategic initiatives, optimize operational performance, and support sustainable growth. Her leadership is characterized by a forward-thinking approach, strong analytical skills, and a dedication to fostering collaborative and high-performing teams.

Trine holds finance degrees from the Norwegian School of Economics and BI Norwegian Business School. She is passionate about continuous learning and staying abreast of industry trends, which enables her to provide innovative solutions and strategic insights.





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