

# HEIDRICK & STRUGGLES

## Three New Leadership Roles Expand Heidrick & Struggles' Culture Shaping Capabilities

May 2, 2017

- **Barbara Porter named Partner and Chief Customer Experience Officer**
- **Matt Herzberg to serve as Principal and Practice Lead, Industrial**
- **Rose Gailey named Partner and Practice Lead for Latin America**

CHICAGO and HUNTINGTON BEACH, Calif., May 2, 2017 /PRNewswire/ -- [Heidrick & Struggles](#) (Nasdaq: HSII), a premier provider of executive search, leadership consulting and culture shaping worldwide, announces three new leadership roles to expand the global capabilities of the firm's culture shaping business.

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"In a time of rapid change and uncertainty, it is imperative for leaders to understand how their corporate culture can enable—or block—successful implementation of strategy," said Michael Marino, Executive Vice President, Culture Shaping, Heidrick & Struggles. "As we continue to work with clients on organizational culture transformation, the leaders in these new roles will expand our capabilities to provide value across our client base."

### **Barbara Porter Appointed Partner and Chief Customer Experience Officer**

As Chief Customer Experience Officer, Porter will build on her expertise in client service, measurement and account enterprise, viewing every aspect of culture shaping through the lens of clients' experience. In her new role, Porter will bring the voice of the customer to the forefront of the culture shaping business. She also will work across Heidrick's Executive Search and Leadership Consulting businesses so Senn Delaney clients have access to all of the firm's leadership advisory services.

Prior to joining Heidrick & Struggles, Porter was executive director of the customer experience practice at Ernst & Young and served as vice president of customer experience & business development for AGL Resources. Porter brings more than 20 years of experience developing and implementing customer experience strategies across entire organizations, along with organizational and cultural change centered on the customer service experience.

### **Matt Herzberg Named Principal and Practice Lead, Industrial**

Since joining Heidrick & Struggles last year, Herzberg has served as a key member of the Culture Shaping team, bringing his experience in the utility, alternative energy and high-tech manufacturing industries to the forefront of the Senn Delaney Energy practice.

In his new role, Herzberg will lead the charge to expand upon the existing Energy practice, aligning its current services to include clients in four additional areas: energy, infrastructure & sustainability; manufacturing; natural resources; and transportation & logistics. As Practice Lead, he will be responsible for strengthening the firm's culture shaping within the Industrial sector through business development, marketing, thought leadership and client delivery.

Prior to joining Heidrick & Struggles, Herzberg served as chief human resources officer at MEMC Electronic Materials and also led the human resources team at Express Scripts, Inc.

### **Rose Gailey Named Partner and Practice Lead, Latin America**

As Practice Lead for Latin America, Gailey is responsible for expanding Senn Delaney's presence in the region, including growing the business by focusing on strategic accounts that can leverage capabilities across the Heidrick network.

Gailey brings 25 years of experience in culture shaping, organizational transformation, and leadership and talent development initiatives in a variety of industries. She has extensive expertise helping leaders strengthen alignment and accelerate strategic execution. Prior to rejoining Senn Delaney in 2016, Gailey worked for a strategy execution firm, serving as the practice lead for its building organizational capabilities practice.

### **About Heidrick & Struggles**

Heidrick & Struggles (NASDAQ: HSII) serves the executive talent and leadership needs of the world's top organizations as a premier provider of leadership consulting, culture shaping and senior-level executive search services. Heidrick & Struggles pioneered the profession of executive search more than 60 years ago. Today, the firm serves as a trusted advisor, providing integrated leadership solutions and helping its clients change the world, one leadership team at a time. [www.heidrick.com](http://www.heidrick.com)

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