

# Trang Malone

**Workforce Initiatives  
Advisor, CVS Health**

**GOV. MSG. NO. 691**

I create cultures that drive collaboration, operational efficiency, and optimize talent to achieve strategic goals. My 25+ years of military experience as a human resources professional and leader position me to solve complex challenges in today's workplace. I value people as an essential component to any organization and culture and am passionate about investing in people and communities. Expertise and skills include:

- Training and Workforce Development
- Strategic Planning
- Performance Management
- Employee/Labor Relations
- Talent Optimization
- Recruitment and Retention
- Problem Solving
- Proactive Leadership

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## Experience

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

- Developed creative community partnerships with government, non-government, and non-profit organizations fostering diversity and inclusion building a workforce reflective of the communities in which we serve.
- Created workforce development programs in collaboration with our partners supporting education, training, healthy living, and career opportunities aimed to build healthy and stronger communities with a focus towards underserved communities.

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

- Developed the quality improvement plan for Commission on Accreditation of Rehabilitation Facilities international accreditation to improve processes and achieve quality outcomes for the persons served.
- Led hiring of medical professionals in support of the Temporary Quarantine and Isolation Center to meet the needs of Honolulu's homeless and ensured transfer of staff upon closure.
- Lead project manager to define processes to launch a new clinical department from recruitment, to credentialing, training, and education.

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

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

- Supervised and developed staff in the execution of duties in human resource operations, training and education, workforce development, logistics, safety, public affairs, and finance with a budget of \$5.2M.
- Supervised and mentored managers to optimize the workforce to deliver public health programs and technical services to 600K beneficiaries across 10 countries and 4 states.
- Developed the Public Health Command – Pacific's strategic plan that formalized the company's strategy to support the growth and enterprise changes to Army Medicine.

**Chief Compliance Officer**, 18<sup>th</sup> Medical Command, Fort Shafter, Hawaii, August 2016 - June 2019

- Processed >100 complaints, conducted 15 inspections, and investigations of waste, fraud, or abuse and provided objective and impartial assessments to improve organizational performance.
- Developed and led a multifaceted educational and training programs focused on elements of the compliance program pertinent to Federal and Army standards.

**Chief People Officer**, 18<sup>th</sup> Medical Command, Fort Shafter, Hawaii, August 2014 – July 2016

- Supported an organization comprised of seven departments and 250 employees throughout the Indo-Asian Pacific area of responsibility through humanitarian aid, deployment, and disaster relief operations.
- Developed partnerships with host nations leaders and non-governmental organizations throughout the Pacific and led a team to provide mobile hospital training to the Socialist Republic of Vietnam Army which fostered U.S. relationships within the region.

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

- Created talent management strategies and workforce programs to support 2,500 employees which improved business performance and delivered the highest levels of healthcare to 70,000 beneficiaries; ensured compliance with The Joint Commission accreditation standards.
- Developed human resource planning models and staffing packages which supported the development and opening of new clinics, wards, and hospital services.
- Guided facility through government shutdown and furloughs; developed plans to address sequestration and ensured transparency with the public and Union representatives.

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

- Represented the Army Medical Department concerning employment life cycle functions from recruitment to development and separation for the Army medicine enlisted corps worldwide.
- Conducted studies and analyses to improve the management and career paths of 30,000 personnel which resulted in the creation of 24 different medical specialties.
- Developed human resource planning models to identify competency, knowledge, and talent gaps of healthcare personnel; created new positions – healthcare advisor and aeromedical evacuation.

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## Education

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

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## Activities

- Lead, Volunteer Human Resources, American Red Cross of Hawaii, 2018-Present
- General Volunteer, New Hope Central Oahu, 2018-Present
- General Volunteer, Hanalani Schools, 2019-Present
- Disabled American Veterans, 2021-Present
- Vice President, Parent Teacher Organization, Mililani Mauka Elementary School, 2018-2019
- Adopter, Kipapa Park "Adopt a Park" Program, City and County of Honolulu, 2014-2018
- Various Positions, Mililani Presbyterian Church, 2014-2018