



## Amy Panzarella, MA, SPHR, SCP

### Leadership Coach

With vast Human Resources Leadership and Coaching experience, Amy has a natural curiosity for understanding what drives people to attain their goals, and how self-imposed roadblocks can limit achievement of potential. Listening with intention, Amy creates a trusting space where leaders can openly share and explore patterns of behavior, and where strengths and opportunities can be revealed. In collaboration with her clients, Amy guides desired transformations for high-performing leaders, inevitably resulting in enhancements, breakthroughs, and clarity for their professional and personal lives.

Amy's fun-loving, thoughtful, direct, and compassionate style has served hundreds of leaders in both the private and public sectors for more than two decades. On many occasions, the interactions happen organically with in-passing conversations, resulting in enthusiastic "ah-ha moments" for leaders. Amy's unique ability to help executives reflect on how they contribute to their organization's culture proves impactful for both leaders and their employees. She has an uncanny talent for taking an objective and holistic view of a situation and providing feedback that is specific, honest, kind, and actionable.

Amy has thrived in a variety of industries, including finance, gaming, manufacturing, and most recently higher education. She served as the Senior Vice President of Human Resources and Community Relations at American Public Education, Inc. Over 13 years, she built a respected human resources department from the ground up leveraging her innovative spirit and honed ability to identify, engage, and maximize talent. During her tenure, she automated all HR functions and played an integral change management role in evolving to a shared services environment. In 2020, she played a vital role in creating psychological safety, counseling executives and staff, and being the voice of the organization for internal and external communications and sensitive policy changes, while simultaneously mobilizing the entire workforce to operate remotely.

Amy holds a master's degree in Management with a concentration in Human Resources; and has achieved the Senior Professional Human Resource Certification (SPHR) and the SHRM Senior Certified Professional (SHRM-SCP) designation. Amy was honored as one of "West Virginia's Wonder Women of 2020" by West Virginia Living Magazine. In 2018, she received the "Jefferson County Distinguished Citizen" award. In 2011, she graduated from the Leadership West Virginia program and was named "HR Professional of the Year" by the West Virginia Society of Human Resources State Council.

Amy serves on several Boards of Directors, to include: Leadership West Virginia, the Jefferson County Chamber of Commerce (Past President), Past President of the Rotary Club of Charles Town, Boys and Girls Club of the Eastern Panhandle, and the Eastern Panhandle Chapter of Read Aloud West Virginia. She is a founding member of the Eastern Panhandle Society for Human Resources (EPSHRM). In July 2015, Amy was appointed by the Governor of West Virginia to the Commission on the Arts. Additionally, she volunteers within in her local school district and was a contributing writer for the "Around the Panhandle" magazine, offering human resources, management, and professional wisdom to its readers.

Amy has lived in Charles Town with her family since 2002. She relocated there with her family after her husband who was serving in the Air Force, was transferred to the Pentagon. A military brat through and through, she comes from a long line of proud military members, including her father and her husband, both Air Force veterans. Now two of her children have followed in their footsteps. Her oldest son, Anthony (28 years old), serves in the United States Marine Corps. Andrew (22 years old) is attending the United States Air Force Academy and will graduate in 2022. Her youngest son, Tyler (19 years old) launched last June to start his life as an aspiring actor in Los Angeles where he will attend the American Academy of Dramatic Arts. Now empty nesters, Amy and Chris have been married for almost 24 years and are truly the best of friends. Their favorite activities include spending time with their kids (when they get to see them), hiking, working out, listening to all genres of music together, discovering new wineries and breweries, and traveling.

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