

# TERRI ZANDHUIS

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## CHRO & BOARD DIRECTOR CANDIDATE



Terri Zandhuis has been a CHRO, CPO, and senior HR executive at four multibillion-dollar organizations specializing in technology, media, e-commerce, financial services, and F&B. She has overseen talent management, succession planning, DEI, strategic partnership identification, and corporate communications strategy and navigated extensive change management initiatives, including IPOs, M&A integrations, corporate restructurings, and divestitures.

Since 2017, as Chief People Officer for the \$1.53B doughnut company and coffee house Krispy Kreme, Terri has played a pivotal role in building the global organizational design strategy and HR infrastructure to position the company for its successful IPO in 2021. She contributed to the company's culture transformation, creating the new mission statement, values, and guiding leadership principles, reimagining previously siloed business functions, redesigning the executive compensation program, implementing governance and risk management capabilities, and elevating talent bench strength and HR systems.

Previously, as Chief People Officer for the \$2B web portal and online service provider AOL, Terri drove the HR integration following the company's sale to Verizon. In just one year, she unified the newly combined company's global compensation program and implemented standardized and scalable KPIs and HR metrics, including a People Scorecard to create turnover, diversity, and talent bench accountability. The scorecard was so successful it was adopted by all lines of business.

Prior to AOL, Terri spent three years as the Vice President of Human Resources for the \$9.8B e-commerce company eBay Enterprise where she shepherded the HR function through a transformation during a major acquisition event, CEO change, and subsequent divestiture.

Earlier, Terri held executive HR roles across various businesses and with increasing accountability at the country's second-largest bank, Bank of America. During her ten-year tenure, she led the Global Corporate/Commercial Banking talent integration following the merger with Merrill Lynch and created the HR strategy for the Consumer Technology business's inaugural offshoring model. Terri began her HR career as an Associate at the human capital and management consulting firm Hewitt Associates.

Terri has served as Board Chair, Vice Chair, and Secretary for the Make-a-Wish Foundation's Central and Western North Carolina chapter where she was directly involved in the search for a new CEO. Additionally, she has been the Vice Chair for the Committee on Trustees at Cannon School, an independent college preparatory institution, where she helped recruit the school's first Head of DEIB.

Terri earned her Bachelor of Arts degree in Organizational Management from the University of Michigan.