

Access to Experts



Melodie Thigpen

Program Director, Onboarding Talent Council
The Conference Board

melodie.thigpen@conferenceboard.org

Ms. Thigpen currently serves as Program Director for the Onboarding Talent Council of The Conference Board. She brings to this role over 25 years of experience as a business leader and HR professional. She built a reputation for creating highly innovative programs that exceeded expectations in execution and business results. Known for solving complex problems and inspiring associate growth, Ms. Thigpen transformed teams to higher levels of performance through integrity, respect and humor.

Ms. Thigpen led the Corporate Onboarding Programs for Capital One, including all domestic and international locations, for their 43,000 associates. In that role, she was asked to reinvent the company's onboarding program to support Capital One's tremendous growth, while staying focused on equipping, engaging and inspiring new employees. Her expertise in strategic thinking and change management resulted in the development of a customizable onboarding program that was used effectively for large and small mergers and acquisitions. Ms. Thigpen and her team earned the CEO's coveted Circle of Excellence Award, given to less than 1% of employees annually. She has presented at national conferences, including The Conference Board, on the topics of onboarding and leadership. Ms. Thigpen was a founding member of TCB's Onboarding Talent Council, and served on the executive committee for 3 years.

Since joining Capital One in 1999, Ms. Thigpen held a number of leadership roles across the company, leveraging her expertise in business re-engineering, diversity and inclusion, program strategy and delivery, customer experience, operations and talent acquisition.

Prior to joining Capital One, Melodie held several leadership roles with Progressive Insurance, managing several operations and training departments over a 12-year period. Before transitioning to a corporate career, Melodie worked with children and adolescents in a private psychiatric hospital. She has been known to say that what she learned in that role was the best training she could have had to prepare her to work in corporate America.

Ms. Thigpen earned her M.Ed. in Administration from the University of Virginia and her B.A. in Psychology, with a minor in Biology, from Carson-Newman College.