

John Ridgeway

1415 SW 41st Court
Ankeny, Iowa 50023
(515)250-4357
Ridgeway.John@Principal.com

Education

Northern Illinois University, DeKalb, IL
B.S. Corporate/Organizational Communication

May 2005

Professional Experience

Leadership Development Program Manager
Principal Financial Group - Human Resources
Des Moines, IA

October 2014 - Present

- Manage the progress and expansion of the Leadership Development Program
- Expose a select group of high performing young professionals to all aspects of the organization and develop them into the next generation of leadership for the company
- Partner with global leaders and key stake holders to construct meaningful rotational and career development opportunities for program members
- Lead and direct program members; including hiring, training, business acumen, leadership development, and financial management

Manager
Principal Financial Group
Retirement Income Solutions - Participant Contact Center
Des Moines, IA

August 2012 – October 2014

- Led a team of assistant managers overseeing day to day Contact Center operations
- Managed internal relationships between the Contact Center and internal business partners
- Established and drove long term strategic initiatives to exceed service goals
- Led Contact Center sales presentations for prospective clients

Assistant Manager
Principal Financial Group
Retirement Income Solutions – Administration
Des Moines, IA

January 2010 – August 2012

- Led a team of administrators providing day to day support to retirement plan clients
- Managed relationships with stakeholders to develop and execute a mutually beneficial operations strategy across the business
- Led process improvement initiatives to increase efficiency and effectively measure productivity to exceed the needs of our clients

Senior Client Service Associate**September 2008 – January 2010**

Principal Financial Group
Retirement Income Solutions - Administration
Des Moines, IA

- Provided ongoing support to 401k and pension retirement plan clients
- Oversaw administrative plan tasks; including compliance testing, plan expenses, amendments and participant distributions
- Provided plan education and guidance to maintain compliance with IRS guidelines

Individual Investor Specialist**May 2005 - September 2008**

Principal Financial Group
Retirement Income Solutions – Participant Contact Center
Des Moines, IA

- Supervised a team of specialists providing customer service to 401k and Pension plan participants
- Provided feedback and recognition to encourage individual success and exceed service goals
- Handled escalated issues requiring custom solutions

Organizations

Respite Connection – Respite/SCL Provider**August 2009 – Present**

Urbandale, IA

- Provide weekly respite services to children with special needs; focused on family support, individual skill development, and community integration

African American/Black Employee Resource Group**September 2012 – Present**

Principal Financial Group
Des Moines, IA

- President – July 2013 – August 2014
- Communications Coordinator – August 2012 – July 2013
- Member - August 2012 – Present

Cross Point Family Church – 7/8th grade Sunday school Teacher
Bondurant, IA

August 2012 - Present

Activities/Initiatives

- **VOYC Project Group** - Diversity Recruiting Project Team Leader
- **Individual Investor Mentorship Program** - Mentor
- **Employee Resource Group Mentorship Program** - Mentor
- **Principal Scholars Diversity Mentorship Program** - Selection Committee Member

Certifications

- Series 6 - Investment Company Products/Variable Life Contracts Representative License
- Series 7 - General Securities License
- Series 66 - Uniform Combined State Law Exam

