



Shannon O'Connor Bock

NEW JERSEY, USA

President,
A.J. O'Connor Associates

SPECIALTIES

- Organizational Efficiency
- Operational Growth & Improvement
- Service Innovation
- Client Relationship Management
- Brand Management
- Talent Development
- Effective Networking
- Strategic Partnerships

INDUSTRY EXPERIENCE

- Fortune 500
- Pharmaceutical
- Biotechnology
- Financial Services
- Consumer Goods
- Non-Profit
- Hospitality

Career Background

A third-generation owner of this long-established family business, Shannon has been playing an integral role in the firm's organizational strategy and growth for nearly 12 years. Gaining experience through hands-on involvement in all aspects of the business, she has cultivated a skillset that allows her to navigate seamlessly from concept to execution in the areas of client engagement, service innovation, operational efficiency and brand marketing.

As President, Shannon defines the firm's strategy and drives initiatives that strengthen A.J. O'Connor's brand and service offerings. With an unwavering focus on delivering a best-in-class client experience, she builds and manages strong, long-lasting partnerships at all levels of client organizations and ensures that the firm leverages client feedback to improve services and the client interaction model.

In both her personal and professional life, Shannon is anchored by the O'Connor family values of a strong work ethic, honesty, empathy and accountability. Shannon values and fosters a collaborative environment with internal leadership to protect and elevate the brand's reputation and to enable clients to achieve transformative results. She leads with passion and inspires the team to operate with excellence and execute innovative solutions, programs and experiences.

Noted Accomplishments

- Oversaw the planning and execution of an 18-month Leadership Development experience, inclusive of assessments, 1:1 coaching, skill-building workshops and leadership mentoring, for a major pharmaceutical client. The client realized a 78 percent retention rate and a promotion rate of 66 percent amongst participants.
- Directed the implementation of an internal technology strategy to redesign and streamline internal processes to ensure a consistent workflow and quality checks across all areas of the business.
- Drove the evolution of the firm's brand identity, which included updating the organization's narrative as new service lines were added; creating a cohesive voice across all marketing channels; launching the firm's social media presence; and revamping the public website.

Education

Pursuing BA in Organizational Leadership at Penn State; attended Mason Gross School of the Arts at Rutgers University.

Memberships & Affiliations

Council Member: Corporate Leadership Council for Cornerstone Family Programs; Ellevate; Morris County Chamber of Commerce; SHRM; BIONJ; and The Conference Board. Serves as a representative of A.J. O'Connor and ambassador within the local communities to promote positive relationships and strong partnerships.

Shannon has a passion for the arts and has worked in the non-profit Professional NJ Theatre community. She is a board member of The Shakespeare Theatre of New Jersey and has also held positions within The New Jersey Theatre Alliance.