



Stephanie J Ramos envisions organizations as musical ensembles made up of diverse voices. As a storyteller and lifelong learner, she is an expert at elevating these voices and bridging the gap between business priorities and employee needs to align organizations for powerful change.

Stephanie has 10 years of marketing and communications experience in the financial, performing arts, and healthcare industries. Her skills include strategic communications planning, crisis communications, process improvement, content creation, and change management. With a performing arts and entrepreneurial background, she fosters collaboration among business, creative, technical, and clinical teams.

She spent the last few years at Mount Sinai Beth Israel (MSBI) hospital in NYC driving culture change through increased two-way communication and building a proactive, strategic, internal communications program from scratch. She is the owner of all employee-facing channels and a trusted advisor to hospital leadership. She most recently served as the onsite lead for COVID-19 crisis communications.

Her knowledge of LEAN process improvement methods combined with her intentional storytelling and continuous curiosity helps humanize operational change. She co-authored the poster presentation, "Where's Waldo: Improving the Perioperative Visitor Experience," which won the People's Choice Award at Stanford's Lean Healthcare Academic Conference in 2019.

Stephanie holds her Master of Communication degree from Northwestern University where she was a member of the Hybrid Leadership Program. She also has a Bachelor of Music in Vocal Performance and Music Theatre from Oklahoma City University and spent many years as a professional music theatre performer in New York City and across the country, after growing up in Austin, TX.

Stephanie has been featured as an internal communications expert in Banatag's [Chuck Chats](#) column, Smarp's [blog](#), and [Icology](#), the podcast for internal communications.