

EARN Webinar:  
***Retaining Valued Employees with Disabilities: The  
Importance of Performance Coaching and Management***  
October 19, 2022

## Featured Panelists

---

**Moderator:**

**Ellice Switzer**

Training and Technical Assistance  
EARN



Ellice is an Extension Associate for the K. Lisa Yang and Hock E. Tan Institute on Employment and Disability. As an Extension Associate, she provides national technical assistance and training on topics related to disability and employment and U.S. disability policy, in addition to developing content and offering trainings for EARN. Her areas of focus include employer efforts to support workforce disability inclusion, demand-side strategies to improve employer engagement among disability service providers and evidence-based practices to support post-school success for youth with disabilities.

**Panelist:**

**Harwinder Taunque**

Senior Vice President  
Testing Group Manager  
Citi



Harwinder is the Senior Vice President for Citi's ATM Testing Program, serving as the Global ATM Software Quality Assurance Leader and overseeing the quality engineering of Citi's ATM Global Product for North America, the Asia-Pacific, Europe, the Middle East and Africa.

As an accomplished Software Quality Engineer with over 20 years of experience in the insurance and banking industries, he leads diverse teams and drives efficiencies through test automation, while championing best practices and innovative methods, to deliver high-quality products. Harwinder is the recipient of Citi's prestigious Leaders in Excellence Award and Quality Excellence Award for his outstanding quality assurance leadership of the ATM program.

He holds a Bachelor of Engineering in Mechanical Engineering from the National Institute of Technology in Bhopal, India as well as a Master's in International Business from the School of Economics in Indore, India. He is also certified as a Project Manager Professional and as a Certified Manager of Quality and Organizational Excellence by the American Society of Quality.

Harwinder currently resides in West Chester, Ohio. He enjoys participating in various community service events and activities and playing badminton and ping pong in his free time.

**Panelist:**

**Cathy West**

Vice President

Office of Disability Inclusion

JP Morgan Chase



Cathy West works for the J.P. Morgan Chase Office of Disability Inclusion (ODI). As the ODI Careers and Skills DEI Lead, Cathy plays a critical role in continuing to build and drive innovative strategy for people with disabilities by equipping them with career advancement tools and skills.

Prior to this role, Cathy worked for the J.P. Morgan Chase Autism at Work Program where she was responsible for expanding career opportunities through career development training programs and community engagement and support. Working with employees with autism, Cathy developed the Autism Inclusion eLearning primer which over 8500 employees have completed.

Cathy's earlier professional experiences include onboarding new employees, developing and managing training curriculums and expanding career opportunities for employees with and without disabilities.

She earned a Master of Business Administration from West Chester University and holds two Bachelor of Science degrees from the University of Delaware.

Cathy is a native Delawarean who lives in Wilmington with her fiancé and golden retrievers. Outside of the office, she is an avid runner who has completed 104 marathons (which include one in all 50 states and the 7 continents). She also enjoys learning about different cultures through travel, volunteering with local non-profit organizations, and spending time with family and friends.

*For More Information Visit [www.AskEARN.org](http://www.AskEARN.org)*

