

## PROFESSIONAL PROFILE

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- Operations professional with proven experience bringing the business and IT together to implement solutions, improve processes and enable data-based decisions
- Skilled data analyst able to design, understand and present complex concepts in a simplified message to all levels of the organization
- Successful project manager that can coordinate cross-functional teams, both on-shore and off-shore, to achieve a common goal
- Effective leader that fosters an environment for people to grow and prepare to expand responsibilities
- Generalist that understands the macro and micro functions of an organization; is able to evaluate activities for efficiency and effectiveness; works for the overall benefit of the project, team or organization

## SKILLS / ATTRIBUTES

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- Creative problem solver
- Project manager
- Data and analytics designer
- Budgeting and financial analysis leader
- Analytical
- Detail-oriented
- Deliberative
- Drive for efficient and effective process

## PROFESSIONAL EXPERIENCE

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DP Distribution and Consulting, Rockville, VA

**Director, Process and Data**

**March 2021 - Present**

- Coordinate consultant contractor workforce and demand management of client requests
- Assist with the design and documentation of the project Statement of Work
- Serve as client liaison to perform relationship and project management
- Perform research in the medical device field

Federal Reserve Bank of Richmond, Richmond, VA

**Manager, HRIT and Payroll**

**September 2011 – December 2020**

- Evaluated all HR business processes in the HCM application and developed a plan to simplify, standardize and automate where possible
  - Drove business process standardization across all Federal Reserve System HR organizations as the banks gathered requirements for a Workday implementation (ex: overtime calculation, PTO cash out process)
  - Coordinated with leaders in the data office and payroll to develop a business case for further standardization of data and processes to enable better reporting across all Federal Reserve banks and reduced expenses for processing and maintenance
  - Presented a business case to senior management to implement self-service time reporting; in-person training and reference materials were provided to prepare employees
  - Devised and executed a plan within HRIT to move towards automated supervisor ID security
- Hired and developed six employees through to promotions or increased responsibility over seven years
- Enabled HRIT and Payroll teams to achieve a consistent record of 100% audit compliance
- Led HR managers' committee that submitted recommendations for objectives, staffing and policies

Aon Hewitt (now Alight), Charlotte, NC

**Business Analyst, IT**

**February 2010 – September 2011**

- Assisted global client with HCM implementation and design of custom modules

- Developed requirements with client's SMEs; designed and tested custom solution to manage displacements
- Leveraged HP Quality Center for tracking traceability of requirements through to testing scenarios
- Created a template to document all application, technical and functional requirements across the project

Kaufman Consulting Solutions, Richmond, Virginia

**Solution Center Operations Manager**

**July 2009 – February 2010**

- Led PeopleSoft IT resources, including DBAs, PS Admins, Developers, Upgrader and Functional SMEs, to provide operational support, performance monitoring, tuning and updates to clients
- Coordinated project plans and scheduled activities with clients' internal project schedule.
- Collaborated with sales team to develop data based and visual responses for RFPs

Circuit City Stores, Inc, Richmond, Virginia

**Manager, HR Information Systems**

**February 2007 – May 2009**

- Led upgrade of PeopleSoft HRMS/Payroll that remained on time, on budget and within the scope of the project charter; over 3,000 custom objects retired (60%)
- Managed project implementation of new applications to promote employee access and system efficiencies:
  - Web-based application to facilitate employee and manager self service transactions
  - Total compensation statement
  - Compensation management tool to enable merit processing, analysis, and compensation surveys
  - Web-based benefits health and welfare platform for employee enrollment into health plans
- Led a variety of ad hoc projects to enhance and streamline processes:
  - Electronic pay to reduce check processing and distribution costs; about \$150,000 saved annually
  - Off-cycle check reduction to standardize processes and reduce check costs
  - Improvements to the Call Center IVR tree to simplify customer experience
- Hired, trained and managed a team of analysts that monitored data integrity deployed a series of scheduled customer reports, satisfied ad hoc data requests, and actively participated in system projects
- Charged with oversight of outsourced support teams (75+ associates), including HR Admin, Payroll, Benefits H&W, Retirement, Leave Admin, Compensation, HRO Call Center and HRIT

**Manager, HR Operations (Relationship Manager)**

**May 2005 – February 2007**

- Managed a \$35 million HR outsourcing contract
- Developed, tracked and evaluated Service Level Agreements
- Negotiated solutions with the vendor to address contractual grey areas
- Authored a "State of the HR Outsource" summary and presented to the senior leadership the need to renegotiate the contract for the HR function to be successful; an amended contract was signed in 2008

**Senior Analyst, Financial Planning and Analysis**

**June 2000 – May 2005**

- Developed sales budgets totaling \$5.1 billion, and coordinated with leadership for optimal allocation
- Established, tracked and reported on \$21 million overhead expense budget
- Identified excess spending and eliminated \$7 million in expenses
- Worked with leadership to deploy enhanced data mining capabilities to drive improved executive decision making

**Operations Analyst**

**June 1999 – June 2000**

- Created and implemented an online database to capture field leadership activity and share operational reporting
- Developed and enhanced the weekly operational report, highlighting sales, operational and staffing successes and challenges at the store, district, region, division and corporate level

**EDUCATION**

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**Bachelor of Science in Finance**

Virginia Polytechnic Institute and State University, Blacksburg, Virginia