

PROFESSIONAL PROFILE

- 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

- 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

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

Bachelor of Science in Finance

Virginia Polytechnic Institute and State University, Blacksburg, Virginia