

NAME

City, State ~ Phone ~ [email](#)

GLOBAL HR TRANSFORMATION / SERVICE DELIVERY

Innovative and solution-driven senior Human Resources leader and change strategist with over 20 years of experience that includes leading the transformation and centralization of global HR operations for one of the Big 3 credit rating agencies. Adept at managing all aspects of high profile international HR projects across all phases. Proven ability to influence and achieve broad acceptance for new ideas. Leverage strong communication skills to build relationships with stakeholders and lead global cross-functional teams. Possess 5 years of head office experience in Zurich resulting in a US/Europe perspective and an understanding of front office roles and revenue functions.

Core Competencies:

Global Project/Program Management • Organizational Transformation • Change Management
Global Centralization Strategies • Process Design & Reengineering • Performance Enhancement
Operations Management • Team Leadership • Resource Optimization • Stakeholder Relationships

PROFESSIONAL EXPERIENCE

XYZ INC, City, ST • 2013-Present

Vice President / Global HR Service Team Lead, 2015-Present

Led all aspects of a global HR service team of 30 personnel across 8 countries and 3 regions. Managed all non-payroll HR operations for over 6000 staff, oversaw onboarding/offboarding of all employees, and provided customer service for HR support. Strengthened the customer service offering in areas of satisfaction, quality and responsiveness by introducing a metrics-driven management approach.

- Secured significant cost savings by establishing a centralized HR operations team in India.
- Increased efficiency of customer service tracking by implementing the ServiceNow case management system.

Vice President / HR Transformation Program Manager, 2013-2015

Performed role of Program Manager focused on driving the successful delivery of a full HR organizational and technology transformation. Planned and guided all phases of the company-wide realignment of the HR organizational structure from a regional to global/functional model. Headed the HR PMO and Change Management team tasked with providing best in class program management, change leadership, and stakeholder and vendor/consultant management.

- Established a new global HR service team function from the ground up with a focus on centralizing HR operations and administration.
- Implemented SAP/SuccessFactors as the core HR system for the entire organization.

PQR, City, ST ~ 2009-2013

Director / Project Manager, HR Transformation

Performed role of project lead for the Business Partner sector of the HR transformation program. Oversaw the assessment and selection process for HR Business Partners (HRBPs) including developing organizational charts, communicating headcount targets and role appointments, and devising a consistent job description. Created training and communications materials to assist new HRBPs to communicate the new HR service model to their clients. Defined activities within the HRBP role and clarified HRBP's role in the various HR process areas. Relocated operational activities that no longer fell under the new HRBP role definition to the appropriate operational service delivery function.

Director / Project Manager, HR Transformation Continued

- Refined high level organizational design to incorporate detailed role definitions, sizing, rank structure and role appointments for 150 HRBPs located in 5 major hub locations across the Americas, Europe, and Asia.
- Chaired and set agenda for the HRBP transformation working group comprising senior HRBPs representing all global regions and businesses.
- Realigned and optimized the structure of HR generalist staff across 40 smaller, non-hub locations by moving costs and headcount into the new service delivery organization.
- Served on the Corporate Center Transformation Program project team focused on establishing and integrating a HR global business management function.

BCD, Zurich, Switzerland ~ 2004-2009

Director / Team Head, Sales Strategy & Development, 2008-2009

Established all aspects of a new marketing and sales management function from the ground up for Wholesale Cash Solutions and formalized all marketing and sales management activities. Assumed role of team lead and managed a cross-border team of 4 focused on facilitating marketing events, print and online advertising, MIS and analytical reports, and sales campaigns. Provided management support for Global Sales Head.

- Guided launch of the first formal sales campaign targeting 150 clients and resulting in measurable revenue growth.

Director / Project Manager, Wholesale Cash Solutions, 2006-2007

Led restructuring of the Wholesale Cash client advisory and sales team of 25 client advisors across 2 booking centers in 3 regions and redefined the organizational structure, processes, and systems to successfully achieve a high performance, client-focused team. Developed and published 3 electronic newsletters per annum distributed to over 2,500 banking client subscribers.

- Coordinated an annual international cash seminar in Switzerland for 25 VIP banking clients.
- Delivered finished project on time, within budget, and with minimal client disruption.

Corporate VP / Project Manager, Human Capital Solutions, 2004-2006

Oversaw introduction of a new globally accessible performance management system. Defined and achieved agreement on functional business requirements. Created a working group of HR representatives from each business division and utilized workshops and a steering committee to arrive at a single acceptable solution. Interfaced with Legal and Employee Relations to ensure compliance. Partnered with IT to manage successful build and delivery of the technology solution.

- Delivered significant cost savings by utilizing a single technology platform, a single performance management process, and a single IT support model for over 60,000 global employees.
- Influenced 5 divisions with vastly different approaches to embrace a single performance management process and system.

MNO Corporation, City, ST ~ 2003-2004

Divisional VP / Manager, Project Office & Financial Control for Learning & Development

LMN INC, City, ST ~ 2000-2003

Assistant VP / Project Manager, Corporate Training & Development

EDUCATION

Bachelor of Arts Degree in Physics - University, City, State

COMPUTER SKILLS

MS Word, Excel, PowerPoint, MS Project, Microsoft Visio, Access, Business Objects, PeopleSoft, Service Now / Success Factors