Name, CMA, PMP

name@gmail.com | 555.555.5555 | www.linkedin.com/in/name

Program and Project Management 🞍 Business Process Management

Tier one Project Executive with extensive program/project management experience with HR/Payroll and Financials (OTC, PTP, RTR) transitions and transformations, from solution and design through implementation and steady state delivery, including process transformations, governance structures, and change management. Experience includes global client-facing outsourcing engagements, shared services, and contact center implementations, as well as solution/business case development. Emphasis on providing best practice solutions for complex business process issues that yield operational and staffing efficiencies. Experienced manager with building high impact/performance teams from the ground up. ***MBA degree.*** Expertise includes:

* Program/Project Management
* Outsourcing/Shared Services
* HR/Payroll/Timekeeping
* Team Leadership
* Business Process Management
* General Ledger
* Cross-Functional Communication
* Lean Six Sigma Greenbelt
* AP & Procurement
* XYZ Certified Sr. Project Manager
* Transitions & Transformations
* Intercompany Transactions/Interfaces

Professional Experience

Company, Inc., City, ST **2014 to Present**

*Company acquired XYZ’s CRM business process outsourcing line of business in 2014.*

***Sr. Project Manager - CRM Transitions***

Lead deployment of technology assets and enablers that maximize client value through providing a stable call center platform supporting JIT staffing of highly trained agents. Responsibilities include:

* Develop and manage interlocking project plans per PMI PMBOK guidelines to insure timely fulfillment of project deliverables.
* Manage multiple projects and teams across multiple clients.
* Manage project governance insuring consistent communication and alignment amongst project teams and stakeholders surrounding project deliverables and status.

XYZ, Business Process Services, City, ST 2006 - 2014

***XYZ Certified Senior Project Manager, Transition & Transformation***

***Program Manager/PMO/FSAA Asset Manager***

Managed the complete lifecycle of **F**inancial **S**ervice **A**nalytics and **A**utomation Asset (FSAA), from solution through steady state delivery providing client value through cost effective automated workflow management and analytics supporting data driven business decision making. Responsibilities and accomplishments included the following:

* Leveraged XYZ’s WWPMM to setup PMO standards for area including project templates and artifacts.
* Developed business cases based on solution requirements for multiple client deployments.
* Implemented asset deployment strategy with supporting RACI that detailed cross-functional responsibilities across workstream participants.
* Developed cross-tower interlocking implementation project plans per PMI PMBOK guidelines for asset deployment that supported multi-workstream alignment throughout implementation.
* Led hiring and staffing for each asset deployment pursuant to business case and operational requirements.
* Oversaw ongoing project management of each asset deployment by supervising asset implementation teams.

***Senior Program Delivery Manager/Transition Manager*** - ***HR and F&A***

**Transition Solution Architect:**

* South Africa Payroll – Developed transition solution to move internal XYZ Payroll from SA to Budapest Delivery Center including business case and initial detailed project plan that included **K**nowledge **T**ransfer, **K**nowledge **C**apture, testing, training, cutover, and deployment. Designed new payroll account mappings to general ledger for intercompany transactions/interfaces.
* Unilever LA Service Extension – Developed transition solution to add Learning, Recruitment, and Rewards to existing Unilever LA HR offering, including business case and transition SOW.
* Pfizer HR – Developed transition solution for global HR contact center and employee data management implementation including business case and transition SOW. Designed new payroll account mappings to general ledger for intercompany transactions/interfaces.

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**Transition Project Manager:**

* P&G – Global EDM Lead responsible for the transformation and transition of support services to three off-shored delivery centers. Additionally, proposed best practice transformational solutions for disconnect employees and North American fulfillment process.
* Pearson – Global F&A Tools Lead responsible for the implementation of F&A tools across three GEOs and multiple ERP platforms, included OTC, RTR, & PTP processes. Tools were enablers of transformed processes that resulted in improved processing, business analytics and staffing efficiencies. Directed eight project managers. Included integrated project plan per PMI PMBOK guidelines.
* Unilever LA – Transition Integration Manager responsible for implementation of a transformed consolidated HR contact center platform for Brazil, Chile, and Mexico. Additionally, initiated the contact center and payroll transition for 16 LA countries. Directed transition staff of 10 professionals. Included integrated project plan per PMI PMBOK guidelines.

**Lean Six Sigma Projects:**

* Project New Dawn – Project Management of “lean” tool implementations to enhance payroll processing across multiple clients and platforms in Costa Rica Delivery Center. Lean Six Sigma DMAIC process methodologies followed to select high value enhancements for implementation.
* Delivery Excellence – Part of project team that implemented redesigned “lean” payroll processes for LA Payroll Team in Costa Rica Delivery Center. A cross client dispatcher model was deployed across multiple clients for the distribution of payroll/HR transactions to client teams for processing. Lean Six Sigma DMAIC process methodologies used to select and implement process improvements.

**Company,** City, ST **2001-2006**

***Corporate Director, HR/Payroll***

Oversaw HR/Payroll vendor relationship including customer satisfaction, performance measures, process improvements, and change management initiatives. The solution yielded a transformed delivery model at a significant cost saving with best in practice performance. Managed and directed a staff of 10 professionals.

* Led a FESCO (Fidelity) HRO HR/Payroll outsourcing implementation that consolidated 31 separate HR/Payroll systems covering 20,000 employees. HR/Payroll implementation covered complete “hire to term” process including standardization of pay cycles, time-off plans, pay rules, time collection, reporting, and back office processing with full integration to other benefit providers and financial systems, including intercompany interfaces to general ledger.
* Established SOX404 compliant internal control environment for HR/Payroll processes that included outsource vendor.
* Designed and implemented organizational design changes required to support and manage outsourcing vendor relationship and transformed processes associated with BPO delivery model

# Director of Finance 1999-2001

Led a $200M company’s finance/accounting department with over 25 professionals and staff. Areas of responsibility included general accounting, financial analysis and planning, revenue accounting, and payroll.

* Implemented performance measure based variable pay system that improved customer service, reduced turnover, and empowered staff.
* Streamlined cash remittance and revenue accounting areas through process analysis that yielded staff reductions and cost savings.

**Education and Certifications**

MBA, **Vanderbilt University Owen Graduate School of Management,** Nashville, TN

Concentration: Finance and Operations

BA, Economics, **Great University,** City, ST

Project Management Professional – PMP

XYZ Certified Senior Project Manager, Transition & Transformation

Executive Certificate in Project Management 🞍 Certified Lean Six Sigma Green Belt – Florida Atlantic University

Certified Management Accountant - CMA