

Key Qualifications

- 16+ years of HCM expertise
- Exceptional escalation management
- Microsoft Office Expert
- Microsoft Excel Expert
- Process building & improvement
- Complex analytical person
- Service quality improvement
- Teamwork
- Collaboration
- Initiative-taking
- Outstanding communication skills
- Results Driven
- Crisis Management
- Digital Collaboration
- Employee Engagement & Retention

RedCAT Systems

VP, Client Solutions, Augusta, GA

December 2022- Present

- Responsible for growing overall revenue from \$5M to \$15M over next 3 years
- Hire, and grow team to execute implementation and service of evolving product suite for customers
- Manage escalated situations, establish appropriate remediation plans, and execute the plan to remedy the situation
- Track and monitor all team projects and engage as necessary to remove roadblocks and ensure successful project delivery
- Monitor team members performance and productivity metrics
- Grow Customer base through Sales and Marketing efforts

UKG Inc.

Delivery Manager Augusta, GA

September 2021- December 2022

- Hire, and start up team to execute implementation of new product suite for customers
- Collaborate with direct team members to establish monthly delivery forecast that align with established organizational goals
- Manage escalated situations, establish appropriate remediation plans, and execute the plan to remedy the situation
- Track and monitor all team projects and engage as necessary to remove roadblocks and ensure successful project delivery
- Monitor team members performance and productivity metrics
- Maintain fiscal responsibility within my team

Kronos Incorporated/ UKG Inc.

Practice Manager Augusta, GA

March 2019- September 2021

- Manage a team of employees by providing goals, feedback, development, etc.
- Provide technical leadership and guidance to the team to ensure project completion within time and scope expectations
- Collaborate with direct team members to establish monthly delivery forecast that align with established organizational goals
- Manage escalated situations, establish appropriate remediation plans, and execute the plan to remedy the situation
- Track and monitor all team projects and engage as necessary to remove roadblocks and ensure successful project delivery
- Monitor team members performance and productivity metrics
- Drive the business to continually improve processes and efficiencies. This includes practice risk taking as well as creating an environment where employees take risks
- Proactively communicate relevant information to team members, peers, and superiors
- Maintain fiscal responsibility within my team

Automatic Data Processing

Sr. Director, Client Services- ADP Comprehensive Services, Augusta, GA

June 5, 2017- January 2019

- Supported and assisted in the formulation of the overall strategy for servicing and supporting East Comprehensive Services
 - Built and executed on Specialty Private Equity Team to save \$1M+ in revenue and still climbing
 - Talent and Team alignment to ensure optimal client experience
- Ensured performance results across a variety of metrics and measures, including NPS, client retention, productivity, and associate engagement
 - Increase 58/73 items with respect to associate engagement
 - Increase of 2.1 in NPS in YoY on average
 - Increase in tNPS by 1.17 YoY on average
 - 3.75 Overall Leader Compass Results
 - Increased promotions and consistent talent development within the organization to ensure future bench strength and forward movement for organization
- Partnered with managers, technical support and associates on escalated client situations as required
- Helped to identify clients at risk and provides resources and strategic initiatives to assist in overall client and associate retention
- Partnered with Sales, Implementation, Financial Services, and related Service Centers to ensure effective touch points are maintained to provide excellence in all areas of service delivery
- Proactively managed staff hiring and development to move within the organization
- Financial knowledge of the service organization to include budget preparation and analysis, expense reports, and administration/monitoring of accounting processing including forecasting

Sr. Director, Client Services- ADP Talent Management, Augusta, GA

June 6, 2016- June 5, 2017

- Created and Executing on Initiative-taking Client 'Check-in' Campaign to support reference ability program and reduce escalations
- Kicked off TMBC Operations/Service Integration Work stream – focus on 'how to service shared clients'
- Conducted Profitability analysis for TMS clients leveraging cost to serve data created in conjunction with Finance
- Revised contract language to prevent future scope creep from clients
- Impressive lift in employee engagement YoY; improved favorable responses by 34%

- Built out Orlando COE to drive co-location with HCM service teams while also growing Augusta COE and Increasing Tier II SMEs for differentiated consultative support and additional client care and coverage
- Launched COS Managed Service within TMS Client Services organization
- Redefined Implementation to Service transition model to help drive down no starts and losses, and engage with clients earlier and in a more profound way
- Improved SR and KPI reporting to proactively identify service and product opportunity areas
- Rolled out Multi-point Inspection pilot to improve client experience and increase revenue
- Expanded Promoter Pool by tripling the number of referenceable clients since beginning of FY17 to 14%
- Improved quality of talent product releases via enhanced testing, training, and communication
- Significantly reduced infrastructure related CFP failures via I & O involvement

Director, Client Services- ADP Talent Management, Augusta, GA

May 11, 2015- June 6, 2016

- Successfully joined three cultures to build one cohesive team to service the client while breaking down silos
- Increased Associate engagement scores by 17% favorable
- Turning Detractor clients into neutral and promoting clients by creating an environment of accountability and knowledge through training and transfer on our team
- Executive Sponsor of the Augusta Emerging Leader Program resulting in 60% of the graduates earning either managerial titles/promotions or promotion to greater responsibility
- Successfully launched two global teams in our Manila location consistently providing 99-100% of quality, and meeting all of their expected SLAs

Director of Operations- Augusta, GA

April 15, 2013- May 11, 2015

- Created & staffed HCM Shared Services model to deliver new HCM products and services to ADP NAS clients
 - Maintained 99.8% Quality or above at all times
- Direct global operations of Shared Services for new clients on-boarding with the COS organization and projects that impact the production across large NAS-COS clients
- Direct operations strategy & execution in a high-volume HR processing environment for Shared Services
- Head a multi-location global team of associates across 3-5 locations in the US and India
- Work with Sales, Finance & Business Development to plan for new starts & client loss to forecast labor needs
- Drive Continuous Process Improvement efforts and methodologies and instilling a process improvement culture
- Lead and define quality control including auditing and process management practices

Automatic Data Processing

HR Manager/ HR Business Partner- Augusta, GA

November 1, 2010-April 15, 2013

- Built relationships with clients to proactively provide strategic support to improve critical business outcomes
- Maintained organizational effectiveness through ongoing organizational design, analysis, and implementation, and change management consulting
- Respected for decisions regarding selection of operations talent in Augusta
- Participated in project teams having Division wide impact on HR related systems, tools, policies, etc.
 - Organization wide task force proposing and rolling out new salary structure impacting 35,000+ associates; directly for me 500+
 - Cross functional team member executing Annual Associate Engagement Survey scope of 57,000 associates
 - Organization wide project team to roll out new Performance Management System

HR Project Specialist/HR Business Partner- Florham Park, NJ

April 24, 2010-November 1, 2010

- Conducted various levels of associate relations investigations
- Consulted with Sr. Leadership team on consolidation of facilities and change management

HR Project Specialist- Florham Park, NJ

June 7, 2007-April 24, 2010

- Developed retention initiative for sales employees utilizing regression analysis & statistical methods
- Participated on and lead division-wide and cross division project teams

Education:

MA Industrial/Organizational Psychology

May 2007

MBA Human Resource Management

May 2008

Fairleigh Dickinson University, Madison, NJ GPA 3.35/4.0

- Awarded Graduate Assistantship in Psychology Department September 2005 to May 2007
- Nominated and Attended SIOP conference in NYC (April 2007)

Bachelor of Science in Industrial/Organizational Psychology

May 2005

Marywood University, Scranton, PA GPA 3.57/4.0

Apprentice for Industrial/Organizational Professor, Psychology Department

- Prepared Industrial/Organizational psychology presentations for undergraduate classes and consulting jobs
- Contributed to various research studies by attending focus groups and task force meetings

Certifications & Affiliations:

- Professional in Human Resources (PHR)/ SHRM-CP
- eCornell – ADP Foundations in Human Resources Certification
- Certified in Crucial Conversations
- Myers Briggs Type Indicator Qualification
- Active member of SHRM
- Member of Global Women in Leadership
- Graduate of Women Unlimited LEAD Program