

PROFESSIONAL SUMMARY

Business Driven, People Focused Senior Human Resources leader with a strong background in HR Service Delivery and over 13+ years of supporting the employment lifecycle for large, global organizations. Leadership highlights include leading HR Transformation initiatives to move tactical and transactional work from strategic roles to Shared Services functions from attraction to separation. Experienced leading with metrics in a results based and service orientated approach. Deep focus on continuous process improvement across HR Centers of Excellence to standardize processes and deploy best practices with an employee experience and culture building mind set.

SKILLS

- > HR Strategy Design
- Digital Transformation
- ➤ HR Transformation/Outsourcing
- > HR Case Management
- Continued Process Improvement
- ➤ Diversity & Inclusion Practices

- Compensation and Benefits
- ➤ Global HR Solutions
- > Leadership/Organizational Development
- Change/Risk Management
- Learning Management
- > Employment Lifecycle

■ WORK HISTORY

Director, Head of Global HR People Operations | Pegasystems – Cambridge, MA/Remote

10/2021 - Current

- Set the Global HR Operations strategy and roadmap across People function.
- Lead 4 regional, multi-tiered approach teams for People Function across 38+ countries with varying complexity around language, local government regulations and local law requirements.
- Lead the Pega HR transformation initiative tasked with standing up a global shared service function; executed on strategic plan by mapping current state, designing future state organization, establishing service catalog, service level (SLA) agreements, operational readiness testing and key performance indicators (KPI).
- Lead transformation of People Operations team capabilities to address needs of business across People Portfolio.
- Executed HR Transformation to optimize value to business through process simplicity.
- Create scalable, personalized experiences across all People interactions.
- Lead regional teams to enable appropriate support model (AI, self-service, Tier 1, C-SaT) across People portfolio.
- Proactively identify trends and consult People function/business on ways to improve experience allowing employees and managers to focus on clients.
- Actively participate in cross-functional initiatives to help determine and drive the optimal candidate and PX
- Oversee the daily operation of HR Information System, SuccessFactors.
- Provide support to business and HR stakeholders to optimize utilization of technologies and associated business processes at all stages of the employee lifecycle.
- Identify data patterns & trends and provide insights to exchange business decision making capability in business planning, process improvement, and solutions assessment that align with People Operations strategy.

Director, Head of Global HR Shared Services | BNY Mellon - Pittsburgh, PA

11/2020-10/2021

- Led a multi-tiered approach for delivering HR Shared Services across 35+ countries.
- Responsible for driving the People Ops strategy to align with the overall Global HR Organization
- Provide leadership for global shared services that cultivates a learning organization of engagement, collaboration and continued improvement.
- Drive deliverables around Oracle HCM Cloud Implementation
- Manage activities of multiple, diverse teams within the HR Operations area and provides leadership through other subordinate managers.
- Leadership of global HR Call Centers while transitioning work from HR to centralized shared services teams, case management integration, knowledge base management and process documentation expertise.
- Responsible for Global HR Advisory Support across globe supporting consultation to business groups
- Execute business plans and contributes to the development of functional strategy.
- Responsible for resource allocation and ensuring projects are on schedule and within budget.
- Ensure work is integrated acrossteams and that the work produced meets product/service standards and exceeds quality standards.
- Recruit, direct, motivate, and develop staff, maximizing their individual contribution, their professional growth and their ability to function effectively with their colleagues as a team.

- Contribute to the development of overall procedures and policies.
- Financial, budgetary and human resources responsibility for assigned teams.
- Led process improvement and technology adoption across HR Operations coverage areas.
- Works effectively with other global corporate and HR function leaders as an enabler of digital transformation at the enterprise level.

Vice President, Americas - Global HR Service Delivery & Operations | BNY Mellon - Pittsburgh, PA 02/2018 – 11/2020

- Remit of seven global teams responsible for providing operations and client service support across multiple HR disciplines and CoEs.
- Team of four direct management reports and twenty-five indirect reports across globe.
- Manage domestic HR service delivery team responsible for supporting 35,000 US based employees.
- Manage global HR Operations teams across different areas of expertise, which include Recruiting Operations, Work Authorization, Compensation and Global Mobility Operations.
- Manage I-9/E-Verify compliance program for organization by ensuring compliance around work authorization and immigration regulations and requirements.
- Core liaison & project lead working with business analysts, Information Technology, and HR communities of expertise on all system and product enhancement initiatives.
- Manage operational and systemic risk through adherence to Sarbanes-Oxley Act (SOX), Fair Labor Standards Act (FLSA), Office of Federal Contract Compliance Programs (OFCCP) and other employment related regulations.
- Lead all internal & external audits of related HR functions under remit with no significant audit findings.
- Designed firm-wide global employee referral program by increasing referral activity, increasing quality-of-hires, and enhancing employee engagement.
- Led HR Transformation initiative tasked with standing up and implementing Integrated HR Service Delivery Solution.
- Responsible for continued improved employee and candidate user-experience by designing and maintaining easy-to-access standardized processes, streamlined technology, and consistent market-competitive reward amounts.
- Work with cross-functional design teams to create software solutions that elevate client-side experience and significantly improved overall functionality and performance.
- Controlled unemployment compensation claims management by continued processing improvements; reduced benefit payout by 250kYOY.
- Maintained current knowledge of industry regulations and legislation to amend policies and promote compliance.
- Worked with managers to achieve compliance with organizational policies, providing clarifying information and recommending necessary changes.
- Streamlined HR efficiencies and coordinated new hire orientations while providing onboarding for 35k U.S. new hires.
- Streamlined compliance response management by providing guidance on policies and ensuring appropriate and accurate investigation processes.

Global Recruiting Operations & Learning Administration Manager | BNY Mellon

09/2016-02/2018

- Managed global teams responsible for providing human resources services on behalf of HR communities of expertise with seven direct reports and twelve indirect reports across three countries.
- Managed day-to-day operations of Recruiting network including offers & onboarding processes.
- Participated in definition, design, development, and implementation of recruiting operations processes and/or project enhancements through initial research, to end product testing, training, implementation and follow-up evaluation.
- Maintained subject matter expertise on applicant tracking software.
- Responsible for delivery and facilitation of blended learning solutions and learning management systems.
- Collaborated with business leaders & stakeholders to design learning solutions to enhance employees' performance to better support business needs.
- Prepared business case & RFP for outsourcing functions moving roles to an offshore low-cost location.
- Participated in definition, requirements gathering, product design, development & implementation of operations processes and system enhancements moving 98% of manager transactions from a paper-based process to an electronic manager self-service portal

Senior Associate HR Compensation & Relocation Ops Manager | BNY Mellon Asset Servicing Class Action Supervisor | Mellon Financial Asset Servicing Senior Control Analyst | Mellon Financial

04/2011 - 09/2016 12/2010 - 04/2011 12/2005 - 12/2010

EDUCATION

Clarion University of Pennsylvania - Clarion, PA **Bachelor of Science**: Business Management

Robert Morris University - Pittsburgh, PA

Masters of Science: Human Resources Management