**Sally R. Hackett mba, phr**

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**Human Capital Management Strategist**

**Organizational Strategy** • **Talent Management** • **Global Change Management** • **Enterprise-Class Cloud SaaS Solutions**

***Expert in leading the development of performance-driven, customer-driven, market-driven organizations.***

***Catalyst for best practices that strengthen competitive market position and drive revenue growth.***

Solutions-focused, innovative **Human Resources Strategist, Trusted Advisor, and Business Partner** with 17+ years of visionary leadership in translating strategic business goals into actionable corporate programs. ***“Top Talent”*** and ***“Manager of Choice”*** for ability to **identify and capitalize on opportunities,** conceptualize and apply **best practices for change,** and negotiate **winning solutions** to diverse organizational challenges. Proven achievements in formulating and executing strategies that enable companies and clients to recruit, develop, and retain top talent, reduce costs, and **maximize ROI.**

Senior leader and project manager with cross-functional expertise in technology, training, marketing/sales, and operations. Broad industry experience with small, medium, and Fortune 500 companies in mobile, wireless, technology, government, medical, and health insurance.

• Recruiting, Staffing, Talent Acquisition, & Management • Customer Enablement & Training

• C-Level Presentations—Strategy, Vision, & Execution • Transformational Change

• Sales Consulting & HCM Business Processes • Performance Management

• Solutions Architecture, Implementation, & Integration • Enterprise-level Project Management

• Succession Planning • Organizational Design & Development

**Professional Experience**

**AASONN,** Naperville, IL – Based in Raleigh NC 2015–Present

**Director of Solution Services Sales**

**Sought after and engaged** to lead a team of SuccessFactors PreSales solution services managers, **dedicated to**

**partnering** with the Sales team to provide positioning strategy for Services, implementation pricing and deployment

planning. The primary goal of this team is to ensure the success of the Sales team in winning business and becoming the

System Integrator of choice for SuccessFactors/SAP solutions.

**Cornerstone (CSOD),** San Francisco, CA – Based in Raleigh NC 2014–2015

**Strategic Engagement Executive**

**Targeted hire** for inaugural Strategic Engagement Executive team. Reporting to the Global VP of Sales Engagement, this

Role/team was responsible for **providing architectural blueprints** to Sales and their support teams. Led the team in **developing strategy and collateral for positioning** in large enterprise deals. Engaged cross-functional teams to broaden the solution delivery.

**SuccessFactors,** an **SAP** company**,** San Francisco, CA – Based in Raleigh NC 2006–2014

**SAP 2014 Q2 MVP Award Winner**

**Senior PreSales Consultant / PreSales Solution Architect** (2012–Present)

**Business Execution Software Architect** (2011–2012) | **Solutions Architect** (2010–2011)

**Principal Services Consultant** (2009–2010)

**Senior | Professional Services Consultant** (2006–2009)

**One of first 250 hires,** joining the Professional Services team to deliver SaaS **enterprise cloud solutions.** Quickly advanced, brought in on top “Dream Team” projects because of deep product **knowledge**, effective client engagement, ability to thoroughly understand client business requirements, **talent for turning around faltering critical client relationships,** and expertise in driving **new, value-add programs.** Succession planning and recruiting “guru.”

As Solutions Consultant, work with regional managers to establish account plans and strategies, analyze business requirements, and propose best solution. Provide best-practice guidance on prospect processes and configure application to prospect needs. Communicate competitive intelligence from the field to drive new upsell opportunities. Respond to technical sections of RFI / RFPs. Conduct C-level presentations and demonstrations.

As Architect, conducted discovery activities and gathered client requirements, timeline, and scope of project to determine fit/gap with client goals and change management strategy. Documented end-to-end architecture and solution options, recommendations, and implications. Developed and delivered customer enablement programs. Partnered with implementation team to ensure execution against functional and integration requirements.

• Contributed to securing **$100K deal in first 60 days** as Solutions Consultant. Solutions Captain/Architect for multinational prospective deals

• **Architected** an express approach and solution for **rapid implementations** that enabled clients to become productive in **1/3 the time and achieve higher economies of scale.**

• Recognized with bonuses and compensation for creating **high “customer delight”** and **upsell opportunities.**

• Ramped up quickly after joining the company by documenting processes, some for the first time, and identifying code and systems with **highest profit / market potential.**

**SALLY R. HACKETT CONSULTING,** Raleigh, NC 2003–2006

**Principal**

Provided organizational development, talent management, career coaching, and business analysis expertise. Cultivated and managed client relationships at all organizational levels across a broad spectrum of industries.

• Targeted hire for blend of operational and HR expertise to drive forward leading-edge HR processes during a multi-award-winning company’s critical **late-stage start-up** phase. Led Board of Director briefings and demos.

• Strategically partnered with and **coached** the CIO, COO, and their SVPs and VPs, guiding and supporting their entire organization that encompassed 3/4 of the company’s employee base. Moved company closer to “destination employer.”

• Evaluated and selected performance management system. Negotiated contract with **$50K in cost savings** and **deployed system 75% faster** than normal.

• **Salvaged** and **revitalized a stalemated acquisition** and led successful assimilation of new employees.

• **Cut recruitment costs and time-to-hire** by sourcing and integrating staffing vendors.

• Spearheaded employee relations cases requiring outside counsel and clinched success for the company. Guided employees to outside opportunities when appropriate and coached top talent and “rock stars” to remain.

* Contracted to create and deploy **IS Leadership Development program** for a healthcare firm. Orchestrated

corporate-wide culture change after strategic move to for-profit status. Introduced processes and systems to optimize

operations, strengthen financial performance, and build customer-centric teams.

• Innovated leadership curriculum with executive coaching as a strategy to **improve retention of key talent** and achieve measurable results.

• Consulted with engineering firm’s executive team as interim VP of HR. Set **HR strategy and vision** and created organizational infrastructure to support long-term growth.

• **Advised principal** of a personal services firm in business development, operations, and marketing as company sought to **advance from start-up to aggressive growth.**

• **Led business analytics** for NC Medicaid system conversion and migration. Interviewed employees of the State of NC’s Division of Medical Assistance to document, develop, and redesign business processes. Designed policies, procedures, systems, and rules to comply with new vendor contract.

• Facilitated group workshops and provided coaching to individuals in career transition for local community organizations. Counseled participants in résumé writing, interviewing, and job search techniques.

**NORTEL NETWORKS,** Durham, NC 1997–2003

**Director of Certification & Training | Strategic HR Partner**

Promoted to design and launch a Global Certification Program (GCP). **Defined and implemented brand positioning strategies and strengthened the company’s competitive advantage, while slashing costs.** Partnered with marketing, sales, product portfolio managers, software developers, vendors, partners, and resellers to launch GCP. Integrated processes, culture, and business units as the company accelerated growth through acquisition. Managed 23-person virtual team of exam developers in US, Canada, APAC, and EMEA.

• **Converted GCP project from $2MM in debt to profitability in less than 9 months (targeted for 12 months), quadrupling business and negotiating to $0 the cost of $350K team training program.**

• Spearheaded culture change to meld acquired units into a cohesive, optimized team and achieve economies of scale. Created position profiles, defined goals, developed quality metrics and reporting, and coached team performance.

• Performed competitive analyses of other industry leaders and infused best practices into the organization to optimize performance and reduce costs.

• Conceptualized, and launched Nortel’s first-ever Corporate University Program (boot-camp concept) to ensure long-term, sustainable market growth and to create a pipeline of diverse, highly qualified candidates.

• Established strategic educational partnerships with two universities that expanded to others across the country.

• Developed Optical Networking training curriculum, **tripling application rate in 6 months and boosting revenues.**

**Internal Talent Mobility Director, Senior HR Business Partner**

• Directed team of Talent Brokers challenged with formulating and managing strategies to retain top talent during an intensely competitive labor market. **Achieved 90% placement rate of Internal Talent Mobility clients, $0 cost advertising, 95.7% mobility client satisfaction rating, and 88.9% employer satisfaction rating.**

• Managed HR functions for this internal contracting unit, including recruitment, compensation, benefits, training, development, performance management, and organizational effectiveness. Devised strategies for all types and levels of employees, from expatriates, executives, and middle management to entry level.

• Built best-in-class organization, prompting other leaders to request best practices discussions.

• Established outsourcing relationships to facilitate employee transitions.

• Engaged in setting corporate compensation policies enterprise-wide.

• Partnered on cross-business team in developing processes and procedures to seamlessly integrate employees resulting from completed mergers and acquisitions.

**North American Operations Manager & IS Transition Manager, Information Services**

• Targeted to lead recruiting, staffing, process and tools development, logistics, and facilities planning for newly created Resource Management function. Managed a virtual team across 5 international locations.

• Created and deployed a **talent management transition team** to market and match IS resources to role-based activities and decisions to restructuring and realignment.

• Developed and deployed a **competency management system** and devised strategy of targeted training and external sourcing to fill gaps.

**AT&T SOLUTIONS,** Durham, NC 1995–1997

**Southeast Regional Director of Human Resources**

• Recruited to lead model technical support team. Promoted to Director of Recruiting and Staffing of new state-of-the-art 24x7 Global Client Support Center, serving pharmaceutical, healthcare, construction, and financial industry clients.

• Cultivated strategic partner relationships, reducing number from 27 to 3.

• **Recruited and hired 175 people in 5 months (industry average 7 hires/mo.),** with 77% of candidates interviewed receiving offers and 86% of those accepting. **Delivered nearly $1MM in savings through savvy negotiation of offers.**

**NCR CORPORATION**, Dayton, OH 1992–1995

**Organizational Development Practitioner & Educational Consultant, Professional Services**

• Designed innovative virtual community of 1,000 IT consultants when the Internet was virtually untapped. Envisioned learning needs and replicated career development program throughout 15 regions.

• **Delivered award-winning corporate-wide initiative** for integrating two post-merger cultures. Key player on CIO / CTO cross-business unit team. Surpassed benchmarks for high performance and HR excellence models and for impact on corporate strategic thrust, people, and business.

**Other Employment**

**MOTRICITY,** Durham, NC **Director of HR | Strategic HR Business Partner**

**IBM Corporation: Full-time employee and 9-month internship while in undergraduate program.**

**GE,** Utica NY **IS programmer**

**Education**

**M.B.A., Management,** Rensselaer Polytechnic Institute (Concentrations: **Organizational Development & Training**)

**B.A., Computer & Information Sciences,** Potsdam College

**Coaching For Success, Executive and Management Coaching,** International Coaching Federation (ICF)

**AT&T Fast Track Management Program**

**Selected for General Electric (GE) IS Leadership Development Program upon graduation from college.**

**Professional Associations**

Triangle MBA Association Society of Human Resource Management (SHRM)

Raleigh Chamber of Commerce HR Roundtable Women in Technology International (WITI)

Montessori School of Raleigh, previous board member Business and Professional Women (BPW)

ASTD & ISPI, previous board member Triangle OD Network