Jane Doe

Managing Consultant, Operations Transformation

Atlanta, GA

# Experience Summary

Jane Doe is a Managing Consultant in Capgemini Invent’s Operations Transformation Practice. Prior to joining Capgemini in July 2010, Jane worked for 7 years in marketing and brand management, primarily for an oven manufacture where she was part of the team responsible for the rebranding the company’s commercial product line and helping to launch the residential line. Most recently, Jane was engaged at an international utility working on the operating model for a Process Excellence Center of Excellence. Her scope included the overall organizational design of the COE, defining roles and responsibilities for key positions and creating a RACI to illustrate key interactions between the COE and the larger organization. Jane holds a Bachelor of Science (BS) in mathematics from the University of Virginia and an MBA from Emory University.

**CONSULTING COMPETENCIES:** Operating model and org design; process excellence, communication development, design and delivery; Industry research and competitor analysis; Marketing strategy

**SECTOR EXPERIENCE:** Utilities, O&G, Manufacturing, Automotive

**CERTIFICATIONS:** Agile, SRCUM Master, Lean / Six-Sigma Green Belt

**LANGUAGES:** English (native), French (conversational)

# Relevant Experience

##### Utilities Gas and Electric Company – Process Excellence Center of Excellence Design

* Leveraged SRG to create point-of-view on key decisions concerning structure and design, budget and funding, and interactions with the rest of the business
* Developed operating model for a Process Excellence CoE to deliver near term process improvement goals and support long-term vision to embed and leverage process excellence in creating a strategic advantage
* Conducted analysis based on existing Company and functional design principals in evaluating and recommending positioning of CoE within the larger organization

##### Gas and Electric Company – Process Excellence

* Leveraged industry standards and client input to define core end-to-end processes and develop an Enterprise Process Model, the basis of the Process Excellence work
* Defined process-based vs. functional-based organizations and developed a roadmap – including key milestones, communications and integration points – to support the transition to a process-based organization
* Responsible for the Meter-to-Cash (M2C) process and for providing guidance and direction to the M2C process team:
  + - * Supported Leadership team in defining process goals in line with larger Company and objectives and in developing a process roadmap.
      * Conducted stakeholder interviews and ran (planned and facilitated) workshops for 25+ participants in order to define and align on the cross-functional end-to-end M2C process; determine process KPIs; and identify improvement opportunities.

##### Oil & Gas International Drilling Company – Global Operations Improvement

* Development, implementation, and management of a global operations improvement program and portfolio of associated initiatives (i.e., Management of Change, Competency Assessment and Training, Equipment Strategies, Integrity Management, etc.)
* Design & development of globally consistent processes, targeted at improving safety, enhancing facility integrity, and maximizing uptime in the company’s global facilities, creating a unified way of operating
* Development of management system, methods, procedures, processes, and implementation strategies for various portfolio projects alongside process facilitation

# Prior Experience

##### Automotive High-End Germany Automotive Company - Contractor

* Developed Excel model to audit over $50MM (9000 vehicles) in sales incentive payments. Identified over $1MM in duplicate and non-eligible payments that the client was able to recover.
* Planned and executed annual incentive trip for the top 25 North American dealers. The event, considered a huge success by the client, was completed under budget, by almost 20%.

##### Manufacturing Oven Manufacturer – Brand Redesign & Product Launch

* Delivered annual savings of $65K+ by developing an online fulfillment system to expand marketing capabilities, reduce inventory mismanagement and increase distribution efficiencies.
* Participated in the redesign of the commercial brand and creation of the residential brand by identifying deficiencies, benchmarking best practices and leveraging consumer insights to create consumer-focused communications.
* Analyzed and redesigned product literature systems to reduce production costs   
  by 20% while maximizing utility of current inventories.

# Trainings & Affiliations

* Consulting Skill Workship (CSW)
* Agile Product Owner

# Published & Presented

* “Exploring Predictors of Successful Employee Onboarding Programs”: Survey administered at Capgemini in support of Master’s thesis focused on identifying best hiring, training and staffing practices
* “An Empirical Study of Call Center Workforce Management Systems, HR Practices, and Associated Business Processes” (2004): Research with SFSU Professors focused on identifying personality factors correlated with implementing successful IT initiatives

# Higher Education

* Emory University – MBA, Marketing and Strategy Concentrations
* University of Virginia – BS, Mathematics