

Rachel Thomas

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PROFESSIONAL BACKGROUND

Rachel has 9 years of experience in delivering analytical based problem-solving solutions to leaders in multiple different functions of a corporation. Her experience gives her the ability to analyze and solve problems for clients both at a strategic and operational level. Rachel possesses solid leadership, communication and interpersonal skills to establish rapport with all levels of staff and managers. With expertise in People Analytics and Workforce Planning she brings experience designing and standing up functions from conception to experienced teams, best practices, system implementations, and executive buy in. She excels in fast paced environments where she can act quickly to drive results and present creative solutions.

SELECTION OF RELEVANT EXPERIENCE

Project Manager | ALM Implementation

Rachel was brought in to finish the testing and validation of a new ALM system. This included working with then ALM system vendor, third party compliance group, as well as multiple teams within the organization to ensure the proper validation work was being performed. This also included working with individual project owners to facilitate user testing and familiarizing them with the system to ensure a smooth launch.

Director, Workforce Planning | Predictive Analytics Flight Risk Model

Rachel led a team of data scientists to create a flight risk model. The flight risk model is an advanced predictive tool that identifies employees that are at a higher risk of leaving, enabling leaders to proactively recover them before they resign. The flight risk model analyzed years of historical data and over 200 internal data points to identify those that were most likely to exit in the next year. She was responsible for defining the model, identifying milestones and mitigating risks, getting leadership buy-in, creating communication plans, training, implementing the model for front-line manager usage, and tracking and reporting progress. The model and action plans were rolled out to executive leaders, front line managers, HR business partners and talent leaders to retain these employees before they resigned. This implementation led to likely avoided terms of 150 employees and costs related to hiring and turnover of 5.8 million dollars over 18 months.

Director, Workforce Planning | Future Supply and Demand Modeling

Rachel led a team to create and implement a 1- and 3-year supply and demand forecasting model. Prior to the model, the workforce planning team had no direction on future hiring needs and where to pull talent from. The goal of the project was to align multiple stakeholders across different areas of HR and market partners on hiring, turnover, and vacancy needs for now and the future based on pipeline, current capacity due to staffing, and hospital volumes.

Industry Experience

- Financial Services
- HR Services
- Healthcare
- Pharmacy Healthcare

Functional Expertise

- Program/Project Management
- Mergers and Acquisitions
- Strategy Development
- Workforce Planning
- Associate Insights
- Change Management
- Process Improvement
- HR Analysis

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SELECTION OF RELEVANT EXPERIENCE

Director, Workforce Planning | Workforce Reporting and Analytics

Rachel was the leader for all workforce planning reporting and analytics as well as being the front-facing leader for moving the reports into tableau. Her responsibilities included gathering feedback on current reports from stakeholders, working with the larger analytics team to get the appropriate data in the warehouse, mocking up what the tableau dashboards would look like and circulating with leaders, testing the dashboards, and creating a launch plan and training others on how to use the dashboards. This work ensured the workforce planning team, additional HR teams as well as market stakeholders had the appropriate data to make decisions.

Manager, People Analytics | Perception Analytics Product Launch

Rachel led the implementation and roll out of survey and perception analytics to gather employee insights for hiring, engagement and exits. Her responsibilities consisted of contract ownership with the vendor, setting up the surveys (from survey creating to launch to results roll out), creating communication plans, creating buy in with leadership, detailing results and training. This impact allowed for deeper insights and understanding of the company's employees and drove action items for better engagement and retention.

Manager, People Analytics | Merger and Acquisitions

Rachel served as the analytics leader for a large healthcare merger. The goal of the project was to determine new support service organization design, and what roles were best-suited for current employees. Her responsibilities were working with HR business partners, compensation, legal, employee relations and support service leaders for the organization design process as well as completing OWBPAs and adverse impacts for the decisions.

Process Analyst | Sales Process Improvement

Rachel was responsible for overhauling a new business sales process for a long-term care pharmaceutical company. She collaborated with sales leaders, credit department, pricing department, and legal to understand the current process and identify improvements. This new sales process increased efficiency and decreased time an agreement spent in the generation process, allowing sales directors to bring in more business. The new process improved the timing that a customer waited for an agreement from an average of 8 days to 5. She also served as the liaison between all members of the sales team and departments involved in the sales process to ensure customer offerings were feasible in relation to gross margin and in compliance with company policies.

Technology Expertise

- SharePoint
- Visual Studio
- Microsoft Office 365
- Workday
- Oracle
- PeopleSoft

Deliverables

- Program/Project Plans & Strategy
- Business Case Development
- Executive Steering Presentations
- Budget Forecasts
- Communication Plans
- Demand Planning & Organization Sizing
- Strategic Planning
- Process Design