

Summary

Patricia Ferris joined ScottMadden in 2004. Her consulting experience spans a number of areas, including operations improvement and process redesign, organizational design, merger and acquisition integration, strategy development, and project management. Prior to joining ScottMadden, Trish worked in management consulting for A.T. Kearney and at The Advisory Board Company where she conducted research and analysis and wrote tactical recommendations and implementation materials for hospital-related strategic and operational issues. Trish holds an M.B.A. from the University of North Carolina Kenan-Flagler Business School, and she received an undergraduate degree with a double major in Arabic language and international relations from Georgetown University.

Areas of Specialization

- Human capital management
- Mergers and acquisitions
- Organizational design and staffing
- Process improvement
- Project management
- Shared services

Recent Assignments

- Led an assessment of current HR operations for a global media and entertainment company, including: organization structure, service delivery, policies, processes, and technologies. Identified improvement opportunities and developed future state recommendations
- Assisted in the development of a global HR operations strategy for a global oil and gas company. Developed and tested key elements of the strategy, including: a global operating model, optimal assignment of work, determination of services best fit for delivery by third-party provider, determination of service delivery locations, and development of a clearly defined service catalog
- Designed and established approaches and tools for oversight of HR operations and initiatives for the senior vice president of HR at a leading healthcare company
- Led the evaluation of a best-fit, post-merger HRIS and payroll solution for a global scientific company. Recommendations included HRIS/payroll system requirements, system evaluation and ranking, cost of ownership, and implementation phasing
- Led the evaluation of current domestic HR operations for a large insurance company, including organization structure, service delivery, processes, and technologies. Identified improvement opportunities and developed future state recommendations
- Led the design and launch of a new HR service delivery model, including a solution center, centers of expertise, and field HR for a scientific company. Served as overall project manager and led key work streams, including organization design and staffing, policy harmonization and process redesign, knowledgebase content development, training, solution center operations design, communications, change management, and marketing
- Performed an assessment of current HR shared services for a global oilfield services company and made recommendations for future state improvements. Determined high-level cost estimates and developed a three-year plan for recommended improvements
- Led implementation of an HR shared services center for a large media and entertainment company. Served as overall project manager and led five functional teams, including organizational design and staffing, communications and change management, knowledgebase development, training, and business simulation
- Developed future state recommendations for an enterprise-wide HR shared services center. Recommendations included HRIS/Payroll system and requirements, service delivery model, scope of services, staffing, service center location, cost/benefit analyses, and implementation plan
- Served as project manager for implementation of a leave-of-absence desk at an HR service center for a large government defense contractor
- Supported a nuclear fleet standardization effort covering processes, organization, and staffing. Evaluated current, budgeted, and benchmarked headcounts to propose optimal standard staffing levels, and identified any site-specific differences or improvement opportunities
- Designed the business processes for a new shared services center for a nationwide property management company. Identified and documented the business and technical requirements necessary for implementation. Created an in-depth cost model to test scenarios and evaluated customer and other qualitative impacts