

Summary

Jennifer Wornat has 16 years of consulting experience, all with ScottMadden. Prior to joining the firm in 1993, she spent three years working in the telecommunications industry developing cost analyses for BellSouth. Jennifer has significant expertise in shared services design and implementation, business process improvement, and organization design. She has worked extensively within the functional areas of accounting/finance and human resources, with additional experience in information technology, marketing, and customer service. Jennifer is also the partner in charge of all recruiting, staffing, and development activities for the firm. She earned a B.A. in economics from Dartmouth College, where she graduated with honors, and an M.B.A. from Goizueta Business School at Emory University. She received training as a Blackbelt in six sigma methodology from the Georgia Institute of Technology.

Areas of Specialization

- Process improvement
- Project management
- Organizational design and staffing
- Cost reduction
- Shared services design
- Shared services optimization

Recent Assignments

- Co-led the process design for a new shared services center for a national property management company. In-scope processes included financial accounting, accounts payable, cash management, leasing, rent and other payment collection, utility management, and shared services operational processes
- Developed a business case, technology assessment, and implementation plan to support the consolidation, redesign, and scope expansion of an employee service center
- Prepared a best practices/benchmarking analysis for all major functions of a shared services organization, including human resources, information technology, finance and accounting, and supply
- Reviewed and analyzed processes across a shared services organization and identified more than \$20 million in cost savings opportunities
- Developed an assessment of a newly formed shared services organization and supported the design of its operational processes, service level agreements, and key performance measures
- Redesigned a company's organization structures and developed the accompanying governance methodology and business planning processes
- Prepared a business case that evaluated the insourcing and outsourcing options associated with establishing a full-service human resources service center
- Established a shared accounting service center and reengineered all major accounting processes for six operating divisions of the building products manufacturing and sales group of a major forest products company
- Designed the business processes associated with launching a new wireless voice product offering for a leading internet service provider. Identified and documented the business and technical requirements necessary for implementation