

Summary

Christina Krebs is a partner with ScottMadden and leads the firm's human resources practice. With more than 13 years of consulting experience, Christina has expertise in HR strategy, organizational redesign, HR operations improvement, HR technologies, shared services design and implementation, and outsourcing. She has worked both domestically and globally, interacting regularly with corporate leadership in a variety of industries, including energy utilities, automotive, defense, retail, and healthcare. Prior to joining ScottMadden, Christina was a consulting reservoir engineer at Shell Oil Company. Christina holds an M.B.A. from the Fuqua School of Business at Duke University, where she was a Fuqua Fellow, and a B.S. in chemical engineering with a minor in chemistry and math from Florida State University.

Areas of Specialization

- Human capital management
- Operational transformation
- Organization design and staffing
- Process improvement
- Shared services
- Talent transformation

Recent Articles and Speeches

- "People Analytics and Human Capital Management: Employee Productivity and Beyond." Webinar Co-Presenter. October 2015
- "Cultivate a Climate of Continuous Improvement to Ensure Success for Your HRSSO Transformation." Presented with Doug Utley, IQPC HR Shared Services and Outsourcing Summit. October 2015
- "Overcoming the Largest HR Hurdle: Successfully Design and Implement Efficient HR Processes and Delivery Systems." April 2015
- "Implementing HR Shared Services with Limited Technology Investment." Co-authored with Trish Ferris. April 2014
- "HR 2013 – What Have We Accomplished?" Keynote Address, IQPC CHRO Exchange. November 2013

Recent Assignments

- Led a talent assessment of a critical-to-operations organization within a large southeastern utility. Developed recommendations focusing on improving the organizational structure, strengthening talent pools, and utilizing a stringent workforce planning approach
- Directed an operational assessment of large financial service center for a \$180 billion pharmaceutical distribution company. Identified \$2 million in savings through organizational modifications and operational improvements
- Led a global HR design project for a \$20 billion global aerospace and defense company. Developed plan for global service support to complement the implementation of a new global HRIS
- Directed the design of a new HR service delivery model for a \$20 billion healthcare company. Led the evaluation of HR activities across 300 independent facilities, identified future state options, and recommended "best-fit" option. Developed plan and implemented model over a four-year period across hundreds of locations for 200,000 employees
- Developed an HR shared services business case for a \$3 billion global transportation company considering changing its HR service delivery model and implementing a new HCM. Conducted current state assessment and defined future services and supporting staffing model. Recommended technologies to support the model
- Conducted an HR organizational assessment at a \$28 billion rail-based transportation company. Realigned HR services being delivered, redesigned the HR organization, and designed an employee service center
- Led the assessment of a northeastern utility's talent acquisition organization. Assessed current state operations and systems/tools against leading practices, developed future state recommendations, and developed communication materials, recommended organizational structure changes, and employee engagement strategies to support a successful rollout of talent acquisition process changes
- Directed a global HR systems process redesign and Oracle 12.1 requirements definition project in support of a merger for an \$8 billion HR services provider. Designed future processes, identified and documented business and system requirements and corresponding desktop procedures, and identified metrics to be tracked on a go-forward basis