

### *Summary*

Trey Robinson is a business strategist and shared services leader, specializing in financial advisory and multi-function shared services design, implementation, and improvement. With 18 years of consulting experience, Trey brings extensive knowledge in creating and implementing shared services strategies, leading major corporate initiatives, and improving profitability for client companies. He has interacted with corporate directors and officers of domestic and global companies covering a broad range of telecommunications, energy, aerospace and defense, retail, business services, software, and manufacturing industries. Trey holds an M.B.A. from the Babcock Graduate School of Management at Wake Forest University and a B.S. in chemical engineering, with a minor in economics, from North Carolina State University. Prior to joining ScottMadden, he spent 10 years as a senior manager at KPMG and its consulting spin-off BearingPoint.

### *Areas of Specialization*

- Finance and accounting
- Global business services
- Multifunction shared services
- Operational transformation
- Shared services
- Project management
- Change management

### *Recent Articles and Speeches*

- “Guidance Principles to Create the Next Generation Financial Shared Services Center.” Presented with Brad DeMent, IQPC Shared Services Finance & Accounting Conference. June 2014
- “The Fundamentals of Designing, Building, and Implementing a Service Delivery Center.” Presented with Tina Krebs and Scott Manning, APQC Webinar. March 2014
- “Finance Technologies: Buy or Rent.” Co-authored with Jason Davis and Amit Patel. January 2014
- “Business Analytics: The Next Wave of Value for Shared Services Operations.” Co-authored with Tina Krebs and Adithya Mathai. January 2013
- “Finance and Accounting Centers of Expertise – Everything You Always Wanted to Know but Did Not Know to Ask.” September 2012

### *Recent Assignments*

- Led the design and implementation of finance shared services for a \$20 billion aerospace and defense contractor. Directed a cross-functional project team on policy and process implementation; compliance and allocation methodologies; organization and staffing; customer support; technology implementation; change management, communications, and marketing; service center operations; and training
- Directed the assessment and design of an international accounting service delivery model for a Fortune 20 telecommunications company. Led the evaluation of international accounting activities across 80 countries, during which the project team defined current state workload levels, determined baseline customer satisfaction, identified future delivery model options, recommended the “best-fit” option, developed the business case, and documented implementation phasing and detailed implementation activities
- Led a strategy and assessment of North American contact centers for a \$10 billion consumer products company. Identified opportunities to improve efficiencies, enhance the customer experience, and provide a platform for growth through organizational alignment, technology enhancements, and selective outsourcing. Recommendations resulted in annual savings opportunities of approximately \$5 million
- Directed a large-scale financial transformation at a \$3 billion business services company. Maintained direct oversight of the design, development, and implementation of all transformation initiatives. Major efforts included sweeping process enhancements in all finance functions, including contract management, time and expense, payroll, fixed assets, general accounting, accounts receivable, and accounts payable and creating and deploying six supporting software applications
- Led the design of an enhanced service delivery model for IT shared services at a \$10 billion chemical company. Designed a shared services governance model, including an advisory council and business unit liaisons. Authored service definitions, constructed a costing model, and developed a pricing methodology to be used for charge-backs to business units
- Directed an assessment of the real estate and facilities function at a \$19 billion electric utility. Benchmarked comparable firms and documented common organizational models, trends, and industry considerations based on interviews with 15 companies. Recommended an improved real estate and facilities organizational model supported by a business case and implementation plan