

Summary

Jonathan Luk began his career at ScottMadden as an M.B.A. intern in 2014 and is now a director in the firm's Corporate & Shared Services practice. He specializes in the assessment, design, and implementation of multifunction shared services for human resources, finance, and IT. Jon's areas of expertise include merger and acquisition integration, program management, organizational design, strategy development, and technology selection, design, and implementation. He has also led a number of large-scale projects across a variety of industries, including professional services firms, health systems, retail, and manufacturing. Prior to ScottMadden, he worked in New York City in retail financial planning for six years. Jonathan holds an M.B.A. from Emory Goizueta Business School and a B.A. in mathematics and economics from Emory University.

Areas of Specialization

- Finance and Accounting
- Human Capital Management
- Multifunction Shared Services
- Global Business Services
- Operating Model Improvement
- People Strategy
- Technology Enablement

Recent Assignments

- Implemented a multifunction shared services center, including finance, human capital, IT, facilities, and security services, for a professional services firm to provide elevated customer support while driving down cost
- Led a multifunction shared services assessment across HR, finance, and research administration to determine feasibility of an updated shared delivery model for a higher education institution in the United Kingdom
- Led an operations assessment and redesign of an existing multifunction shared services center at a leading healthcare organization focused on the service delivery model, customer experience, and internal governance structure
- Led a current state assessment and future state design of a shared delivery model and HCM implementation for a global chemical manufacturing company
- Spearheaded an HR service delivery model assessment and implementation, HR process redesign, and HCM technology selection for a large global manufacturing company
- Assessed the current state change management capabilities and customer entry points for a mature shared services center at a multinational professional services firm
- Deployed and managed a skills/competency assessment to measure capabilities against an existing organizational structure for a multifunction shared services center at a large healthcare organization
- Created, led, and managed service delivery simulations for a multifunction service center at a Canadian higher education institution to support final rollouts of HR, finance, and research administration transformations (including early simulations to support pilots and initial phases of transformations)
- Led the strategy, design, and implementation of a research administration shared services model at a higher education institution in Canada focused on grant and contract development and administration