Summary

Hayden Szubski joined ScottMadden in 2016 after receiving a M.B.A., with concentrations in strategy and marketing, from Emory University's Goizueta Business School. Her consulting experience is in design and implementation of global and shared services delivery models and HCM solutions. Prior to joining ScottMadden, Hayden was a management associate at Citibank, working on a go-to-market strategy for a new co-brand credit card. In addition to an M.B.A., Hayden holds a B.A. in cognitive science and psychology, with a concentration in neuroscience, from the University of Virginia.

Areas of Specialization

- Human Capital Management
- Operating Model Improvement
- Program and Project Management
- Shared Services Design and Implementation
- Technology Enablement

Recent Assignments

- Designed and implemented the first enterprise-wide HCM solution (Workday) globally across 31 countries for a 40,000-employee company, which has grown significantly in a private equity M&A environment (acquisitions historically, presently, and planned), and consolidated aspects of more than 20 distinct systems to enable a standard, global HCM system and associated processes
- Gathered data and business process requirements from payroll and HR systems to design and confirm data conversion, configuration, and integration decisions for a global construction and civil engineering company's Workday HCM system implementation
- Led an HR transformation for a $15 million organization, including the implementation of a new shared services delivery model and updating the configuration of the case management system (ServiceNow) to account for the expanded scope and enhanced capabilities (e.g., process redesign, change management, training, technical development, and testing)
- Managed the implementation of a large national laboratory's new HCM cloud solution (Oracle HCM) to replace a highly customized, on-premise solution; ensured a consistent project approach across HR, finance, and IT departments tracked through programmatic reporting; created and facilitated decision-making and escalation processes for critical project decisions; and advised on leading practice implementation approaches to increase efficiency and progress within the project team
- Managed the design and implementation of a new service delivery model for a large national laboratory's HR department, including policy harmonization, process redesign, technology configuration, communication strategy, facility configuration, training process, organization redesign, metrics development, and knowledgebase creation – includes expanding the use of existing case management system (Oracle Service Cloud) to facilitate the new service delivery model
- Conducted current state interviews and workshops to document end-to-end payroll processes across multiple departments (HR, finance, payroll, and accounting) of a large academic medical center to provide clarity and transparency into all features of the processes; documentation and discussion was utilized to identify pain points and redesign processes
- Redesigned processes within the HR department of a $14 billion organization to standardize work, decrease costs, increase efficiencies, and centralize activities by incorporating industry leading practices and customizing to the organization's unique strengths and challenges
- Designed, developed, and executed two online assessment tools to analyze current state accounts receivable processes for a package delivery and supply chain company's global business services; identified areas for improvement and redesigned processes for future state enhancements, including best-of-breed technologies and global standardization