

Summary

Grey Martin has more than 15 years of management and strategic communications consulting experience. Her experience includes shared services design and implementation, policy and process development, business training development, HR administration, and project and change management. She has worked across myriad industries such as energy, pension and benefits administration, healthcare, entertainment, and retail. Prior to working for ScottMadden, she served as an account manager for a strategic communications consulting firm in Washington, D.C. Grey received an M.B.A., with an emphasis on management consulting and sustainable enterprise, from University of North Carolina Kenan-Flagler Business School and earned a Senior Professional in Human Resources (SPHR) certification from the HR Certification Institute.

Areas of Specialization

- Human Capital Management
- Supply Chain
- Program and Project Management
- Delivery Model Optimization
- Design and Implementation (SS)
- Change Management Strategy and Planning

Recent Assignments

- Served in a lead role to implement a tiered service delivery model within the procurement organization of a multistate energy provider; developed approximately 20 future state processes across the end-to-end procurement lifecycle, reallocating transactional work to a newly formed solution center and allowing category managers to devote more time to high-value strategic procurement planning and execution
- Served as a business liaison and collaborated with IT to bridge business and technical requirements, test, and deploy technology enablers for a tiered service delivery model, including a case management system and modifications to an existing enterprise asset management system to support systematic routing of assignments and requisitions to the appropriate tiered channels
- Assessed HR policies for the U.S.-based operations of two global retailing groups, recommending an approach to develop 32 policies to serve the newly merged organization while addressing a highly complex union environment across multiple states; shepherded future state policy content through executive leadership and legal review
- Managed the development of a customer- and internal-facing knowledgebase for a nonprofit benefits and pension administrator. Identified high-impact content, authored articles, and advised on decommissioning legacy customer information sources to drive portal usage
- Redesigned approximately 30 processes used to administer pension and benefits for a large nonprofit organization. Documented process changes and necessary technology enablers; created service delivery technology requirements for portal, HRIS, knowledgebase, and case management; and collaborated with the technology vendor to update processes based on selected systems and workflow
- Managed a service delivery model (SDM) and human capital management (HCM) solution assessment for a construction equipment and services organization; supported IT's request for proposal process by proposing HCM technology architecture and requirements to support the SDM; providing vendor evaluations to meet specifications, including criteria such as implementation cost, cost of ownership, implementation approach and lead-time, and user experience; and prioritizing a short list of vendors
- Delivered a robust, four-module customer service training to approximately 50 HR support center employees, focusing on best practices for phone delivery, business writing, and transaction accountability
- Conducted an extensive assessment for a health system's end-to-end payroll platform, identifying more than 40 opportunities for strategic change, resulting in a three-phase implementation initiative to address process redesign, governance and organizational design, technology augmentation, and service management
- Provided project management and functional support, including current state assessment, future state design, and data conversion for a global payroll services initiative at a large entertainment company. Managed parallel testing and data validation activities across five European countries during the implementation of a third-party payroll provider
- Developed and executed the process for cataloguing and analyzing more than 1,100 variant versions of 42 HR policies for a leading healthcare services provider; reduced variance to only four policies (or 46 total HR policies) to address state-specific regulations