Summary

Yana Tyler joined ScottMadden in 2022 after earning an M.B.A. at Boston College Carroll School of Management. Her work at ScottMadden has been focused on shared services design and implementation, process improvement, organizational design, and restructuring. She also has experience working for a consumer-owned, regional Generation and Transmission (G&T) cooperative providing wholesale power to member rural electric systems in nine states. Before joining the firm, she worked as a consultant for an executive search firm in New York. Yana also holds a B.S. in business from Charleston Southern University.

Areas of Specialization

- Operations Improvement and Process Redesign
- Organization Design and Restructuring
- Shared Services Design and Implementation
- Project and Change Management
- Process Documentation and Analysis
- Service Delivery/Operations

Recent Assignments

- Led the assessment of the invoicing process of a global consulting organization, identifying opportunities for data standardization, defining incurred costs, and implementing controls
- Managed work stream timelines and coordinated key resources. Identified gaps and developed a future state process to ensure accuracy, proper governance, and controls. Documented the invoicing process, boosting confidence in the calculation and submission steps
- Recommended improving invoicing technologies and tools, implementing automation, and designing a new training program to enhance the effectiveness, efficiency, and knowledge of invoice analysts
- Assessed the organizational structure of a G&T cooperative with more than 2,000 employees. Analyzed spans of control and reviewed industry benchmark metrics, leading to the redesign of two departments
- Led cross-functional teams in transitioning HR processes to a new shared services center at a higher education institution with more than 14,000 employees
- Analyzed historical support ticket volumes for a client merging their IT support function into a single, multiservice, multilocation, support organization. Utilized ticket analysis and industry benchmarks to develop an optimal staffing and service location model
- Evaluated an IT shared services center's performance and highlighted knowledge gaps for both new and existing employees
- Developed new training materials that enhanced the training for customer representatives and led to a higher rate of first-call resolution, decreased average call time, and greater customer satisfaction
- Reviewed a client's knowledgebase of more than 1,000 articles, identified redundancies, and suggested content improvements, resulting in improved navigation of the knowledgebase