

Summary

Stephanie Dolan Kingsley joined ScottMadden in 2013 after receiving a B.S. in environmental and natural resources, with a concentration in economic policy, from Clemson University. She also holds a double minor in economics and business administration. Stephanie has in-depth experience in transformations, process redesign efforts, shared services, and the design and implementation of service delivery models across functions. In addition to a B.S., she earned an M.B.A. from the University of North Carolina Kenan-Flagler Business School.

Areas of Specialization

- Transformation Initiatives
- Operations Improvement and Process Redesign
- Human Capital Management
- Current State Assessment
- Service Delivery Model Design and Implementation
- Change Management and Communications
- Business Analysis, Strategy, and Research

Recent Assignments

- Currently leading a global power conversion technology company through a divestiture and creation of a standalone HR function. Efforts are focused on a Workday implementation, a payroll implementation, and a new benefits structure implementation on a global scale
- Stood up an employee relations center of expertise at a large healthcare system. Efforts were focused on process and technology design, technology testing and implementation, organization and staffing, and training
- Led a large financial institution through an HR transformation initiative. Efforts were focused on designing and implementing a shared services model, including the implementation of a service center. Led/specialized in the management of change management and communications, policy and process, training, and organization and staffing. Oversaw team operations, including technology development, knowledgebase, and global service delivery model expansion
- Led a leading global biotechnology company through a knowledgebase enhancement initiative
- Led a National Nuclear Security Administration research and development laboratory's HR organization through a shared services design and implementation. Led change management activities, planning, development, and implementation. Redesigned current processes to be more efficient and effective. Led process workshops to communicate and test potential future state process flows. Developed training materials and trained employees on new roles and responsibilities. Assisted with the implementation and associated training of a new case management system. Developed a telephony tree for the service center. Built and tested shared services operations through business simulation activities
- Led a higher education's HR, finance, and post-award organizations through a shared services implementation. Standardized university policies and redesigned current processes to be more efficient and effective. Led process workshops to communicate and test potential future state process flows
- Led a major U.S. utility through an evaluation of fleet and transportation operations services aiming to identify improvement opportunities to reduce costs. Focusing on evaluating operations and redesigning processes. Outlined the change impact of the recommendations and created a change management and communications plan related to the recommendations
- Led a major U.S. utility through a financial redesign initiative focused on reducing O&M costs. Conducted a current state assessment, evaluated operations and redesigned processes, developed future state recommendations, and established a supporting implementation plan
- Performed an assessment of the HR organization within an electric company to evaluate existing performance versus leading practices and benchmarks for utility and non-utility companies and established performance metrics. Established a service model that supports the client's customers while balancing costs and efficiencies
- Established a set of key priorities to guide an electric delivery organization, within a major state energy utility, into the future, developed a scorecard to ensure groups within this organization are aligned on their focus of key priorities and targets, developed an asset management model to guide decisions regarding financial spend and ensure best-in-class reliability, and created a near-term and long-term implementation plan to obtain traction on this effort