



CONSULTANT PROFILE

AT A GLANCE

Sr. Change Management professional experienced in professional services

Experienced as a Big 4 Professional Consultant

Has acted as Lead OCM Consultant for a variety of global projects in various industries

SOFTWARE SKILLS

MS Office

MS Project

Oracle

SAP

UPK

PROSCI – Working Knowledge

TERESA BONNER: CHANGE MANAGEMENT PROFESSIONAL

Teresa is an Organizational Change Management/Business Transformation professional with over 16 years of international and domestic business experience. Areas of expertise: digital & customer experience strategy, change management, organizational development, business impact analysis, change readiness, change network, stakeholder analysis & engagement planning, organization readiness, communication planning, training strategy, ILT, project & off-shore resource management, project management, experienced in Prosci, business process re-design, facilitation, and team development.

EXPERIENCE

The Worsak Group, LLC

Senior Manager Consultant – Transition Management & Organizational Effectiveness

Jul 2012—Oct 2016 (Various Projects)

Clients: Nike, Retail Banking, Finance, Utilities & Energy, Hyundai Capital America (HCA) and Coca-Cola Refreshments, Inc. (CCR)

Ensured the business was prepared for the business technology transformational changes and ready to sustain the organizational strategic changes of new digital technologies (UX), people and processes: Oracle GL, AP, AR Financials, Procure-to-Pay, OBIEE Reporting, Cassiopae, CRM Retail and Lease products (Front and Back Office), SAP Business Objects, MetaCenter, JIRA, SAP Warehouse Management Systems (WMS), Forecast to Deploy (FTD), Procure-to-Pay (PTP), Master Data, Reporting/Business Intelligence (BI), Order-to-Cash (OTC), Record to Report (RTR) and Parts.

- Advised, developed, executed, and managed organizational strategy development - Set vision, Leadership Strategy & Planning, Leadership Alignment, Stakeholder Analysis & Engagement Planning, Change Network, Business Impact Assessment, Stakeholder Interviews, Org. Readiness, Survey, Action Planning, Communication Planning and execution, Business Readiness, Training and Lessons Learned with Leaders, Executive Sponsors, Managers Readiness Session Program and end-user readiness.
- Managed and led business transformation program/activities across Retail, Footwear, Apparel, Control Plus Labor Management System (LMS), aligned and standardize HR Talent Acquisition and Onboarding initiatives globally (PROSCI/Lean Six Sigma) methodology for process, people and technology.
- Assessed Talent Organizational Design (OD) HR models measuring the efficiency of HR processes, skills, teams, roles and positions globally. Share results and recommendations with HR organization.

- Aligned, managed, executed, and integrated OCM deliverables with Communications, Training and HR to Program.
- Facilitated and led Org. Readiness programs, manage project scope, people impact assessment, monitor and report on progress to stakeholders. Create and develop Center of Excellence (COE) – OCM.
- Led and delivered Executive Spotlight, Manager Readiness, Roundtable and Roadshow sessions with leadership and end-users.
- Provided coaching sessions and partnered with Leadership, Project Team, IT and Training Leads to support Change Management activities.
- Aligned digital customer user experience (UX) transformation changes by ensuring the web design approach is aligned with key employees/customers while integrating with mobile devices, laptops, tablets and digital technologies.

The CARA Group, Inc.**Change Management Consultant****Jul 2015—Jul 2016****Client: BMO Harris Bank****Projects: Employee Advocacy Cultural Change and Smart Branch Banking Digital Transformation (Online, ATM and Mobile)**

- Advised, executed, and managed organizational development with focus on change management – Impact Assessment, Change Story, Stakeholder Analysis & Engagement Planning, Change Network, Measurement Metrics Assessment Readiness, Communication Planning and execution, Support Training and lead Lessons Learned sessions with Leaders, Executive Sponsors, Program Manager and end-users.

Capgemini, LLC - Baker Hughes Oilfield Operations**SAP Global Management Consulting – Organizational Change Management Lead****Jul 2010—Oct 2012**

Enabled clients to manage, execute International SAP Global Rollout deployment across N.A., Europe, APAC, Africa, Middle East and Latin America. Tracked and reported project progress and desired performance metrics. Guided clients through the management and execution of strategic organizational change programs - mergers & acquisitions (M&A), globalization, executing change related to the SAP Implementation of system and/or process changes within global countries impacted.

- Executed business transformation change initiatives for +60 global countries – Stakeholder Analysis Planning & Engagement, Change Agents, Business Impact Analysis, Organizational Readiness Survey, Roundtable discussions, Communication Planning, Business Readiness Assessment, Learning/Training and End user adoption assessments.
- Focused on the people side of change including changes to SAP business processes maps, systems and technology and end-user role mapping across all global regions - SAP Finance (FI), Order Fulfillment (OF) and Supply Chain (SCM).
- Assessed Talent Organizational Design (OD) HR roles and positions globally. Share results and recommendations with HR organization.
- Developed OCM project plan, aligned, managed, execute and integrate OCM deliverables to Program plan.
- Led, manage, develop, and execute SAP Production Support Sustainability (ITIL) strategy model for +10,000 SAP global end users (Pre and Post Implementation Production) for incident tickets
- SAP Training Lead responsible for development, delivery of SAP training to end users and training needs analysis.

Client: Warner Bros**Consumer Products Training Lead**

Managed and tracked project training plan deliverables and activities and produced weekly status reports to clients. Role mapped end users by training course, schedule, managed and trained outsourced/off-shore resources with uPerform training deliverables. Trained clients on uPerform Training tool to create training material recordings.

- Developed and created eLearning training materials for Consumer Products Licensee Deal Management Web Application. Created learning objectives, graphics, uPerform hotspots, course files, knowledge and desk reference guides.
- Developed OCM/Training project plan, aligned, managed, execute and integrate deliverables to Program plan.
- Assisted in creating recordings, edits recordings to reflect style guide standards, creates info boxes from recorded narrative, and performs final edit updates after project team QA review, publish as Guided Instructions and create QRG (Quick Reference Guides).
- Conducted training delivery including classroom training and train-the-trainer.

Client: Target Retail Services**SAP Project Manager**

Led and managed OCM deliverables and aligned SAP BW Finance Transformation Retail Services testing support initiatives with release team to test scripts with the business and the technical team Functional Requirements were covered by all business needs. Attended and provided input in daily Finance Transformation PMO meetings with management, client and project teams.

- Executed business transformation change initiatives for all US Retail stores – Stakeholder Analysis Planning & Engagement, Change Agents, Business Impact Analysis, Organizational Readiness Survey, Roundtable discussions, Communication Planning, Business Readiness Assessment, HR Organization Management job to role mapping, Learning/Training and End user adoption assessments.
- Developed/trained the client and internal team on the SAP Traceability Matrix Methodology process to execute testing for SAP Finance Transformation for Retail Services.
- Created and developed the Knowledge Transfer training manuals for the business on the BW Administrative Mapping Table with input from the project team.

Independent Consultant**Apr 2008—Jul 2010****Client: United States Air Force****Org. Change Management and Training Consultant**

Enabled clients with conducting Stakeholders and Change Impact Analysis to identify impacted audiences & stakeholders. Identified Change Agents and led bi-weekly conference calls, role mapped end users by training course with Oracle Security lead. Facilitated and led workshops and conference room pilots to transition the end-users to reduce the resistance to change with the new system enhancements. Demonstrated Oracle R-12 training applications to end user with UPK simulations. Evaluated training schedules, coordinated logistics, resources and managed and tracked training risks and monitored impacts across the training curriculum across Air Force locations.

- Developed and partnered closely with internal communication lead in building and executing communication plan, developed End User Adoption Assessment questionnaires and surveys to analyze results of how the organizations are impacted by the change.
- Developed OCM project plan, aligned, managed, execute and integrate OCM deliverables to Program plan.

- Acted as Oracle Training Lead Instructor and Developer for Oracle R12 objectives, visual aids, and exercise guides, instructor guides – Enterprise Assessment Management (EAM) Product Lifecycle Management, Fleet Management, Requirements Analysis, Vehicle Analysis and Bill of Materials (BOM) training manuals.

Client: Ingersoll Rand

Organizational Change Management Consultant

- Enabled clients with identifying Stakeholders, Change Agents, and role mapped end users by training course with Oracle Security lead.
- Assessed change readiness among stakeholder groups, developed implementation activities and developed communication across the organization to obtain awareness, understanding, buy-in, and support.
- Developed OCM project plan, aligned, managed, execute and integrate OCM deliverables to Program plan. Managed, tracked and resolved Change Management project issues and risks and evaluated the organization's performance after the change was implemented.
- Acted as Oracle Training Lead Instructor developed Oracle 11i/R12 – Procurement, Manufacturing, AP, AR, Fleet Management training manuals, instructor guides, objectives, visuals aids, exercise guides for N.A. and Mexico end users and assisted/ supported lead instructor with classroom training and technical issues.

Hitachi Consulting, Inc.

Consulting Manager

Nov 2006—Apr 2008

Directed a team of four and mentored teams with project deliverables and career development. Identified Stakeholder, Change Agent Network, End User identification and Role map end users by course schedule across global regions with Oracle Security lead. Recognized Oracle change impacts with stakeholders' leadership team and key process owners across the organization to plan. Executed and implemented business process improvement policies and procedures for Oracle R12 – AP, AR and GL across N.A. regions. Facilitated and led workshops and conference room pilots to transition the end-users to reduce the resistance to change with Oracle R12 – AP, AR and GL.

- Created and executed communication plans, questionnaire surveys and site readiness assessments.
- Developed OCM project plan, aligned, managed, execute and integrate OCM deliverables to Program plan.
- Developed, created Oracle R12 Financial training manuals with Oracle UPK Tool. Lead a team of (4) training resources, administered and executed Change Readiness Assessment with end users to measure end users readiness.
- Managed and tracked project change management issues, training development timeline and risks.

Amdocs Consulting, Inc.

Senior Consultant

Oct 2005—Nov 2006

Generated work plan structure with each project lead and managed project initiative for each Wireless Billing functional group domestically/internationally. Administered and designed the project documents change requests, identified change impacts risks and issues.

- Developed the business requirements and change impacts for Wireless Billing Conversion project initiatives.
- Developed OCM project plan, aligned, managed, execute and integrate OCM deliverables to Program plan.
- Facilitated project scope, goals, deliverables, tracked project deliverables, monitored and reported on progress to stakeholders. Identified and mitigated project risks and issues.

Bearing Point Consulting, Inc.**Senior Consultant****Mar 2000—Oct 2005**

Led and managed a team of ten 10; provided mentorship/career development and involved in new hire recruitment. OCM lead with developing Change Management Strategy Plan to support change initiatives for SAP Order-to-Cash and managed change request log. Developed SAP Order-to-Cash impact analysis for Quotation, Sales, Order, Delivery, Billing and Payments processes. Collaborated with the Leadership Team and key business process owners across the organization to identify business change impacts, standardized business processes aligned with strategic policy and procedures.

Clients: Telecommunication, AT&T Retail Services

- Developed Change Management Strategy, stakeholder analysis, leadership aligned, change readiness, site readiness, managed and execute tactical CM deliverables for Data Center Migration to transfer of applications from legacy data center into cutting edge technology data center.
- Developed and executed communication plan to provide front line representation of the project to C-level executives and onshore and offshore stakeholders.
- Designed training material and led the training for AT&T wireless Retail POS for merger and acquisition (M&A) implementation. Trained super users (TTT) and end users on retail POS transactions.
- Developed Support Model Strategy for Cutover and ITIL Go-Live support for retail store POS end-users throughout N.A.

Time Warner Entertainment, Inc.**Senior Accountant/Supervisor HR Operations****May 1992—Jan 1998**

Led and managed financial journal entries (AP, AR, General Ledger and Cash Management) for entertainment networks. Managed \$4M+ of operational budgets for HR Public Relations networks, managed and budgeted over \$1M in cash receipts, wire transfers and deposits domestically and internationally.

- Prepared monthly financial statement for Senior Financial Management team.
- Managed Public Relations HR processes, procedures and policies for recruitment, hiring, compensation, performance reviews, salary and benefits.

EDUCATION

- Master's Degree in Business Administration, Technology Management, University of Phoenix
- Bachelor's Degree in Accounting and Finance, Coker College

PUBLICATIONS

- Diversity & Inclusion: LinkedIn Publication 2011 - Capgemini IWD Initiative Goes to The Gambia, Africa