

**Chris C. Smith, HRIP**

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## SUMMARY

Since the turn of the century, I've walked the fine line of HR and IT organizations streamlining department operations, managing global HCM implementations since inception, and overhauled legacy processes through SaaS automation and machine-learning. Managed HR technology operations throughout the globe, saving organizations nearly a million in operational costs. Mentored and championed teams of all volumes, and owned vendor relationships to allow for *real* company leverage.

None of which compares to seeing the wide smile of a person who feels the least empowered. Be given a solution that makes them feel like royalty, even if just for a day. Technology is the act of making hard things easy and complex things simple, from the user to the administrator. Simple solutions for complex technologies.

I've been extraordinarily lucky, been supported by amazing leaders, and have rarely taken a day off in over a decade because I love what I do. I evoke traditional methodologies: Listen, Learn, and Empathize. Understand your audience. Master your domain and all the domains around it. Never be afraid to fall on your sword, and remember, it's not about you. It's about them. The rest is hubris.

## PROFESSIONAL EXPERIENCE

**Meta HCM Partners - Lake Tahoe, NV**

**Head of Workday Solutions & CEO**

2013 – Current

Over 25+ global Workday implementations for organizations ranging anywhere from 100 to 300,000 workers in over 90 countries. Actively coaching and mentoring colleagues within the ecosystem for over a decade whilst being certified in 5 modules. Respected leader, advisor and versatile solution architect in *all* of Workday's Suite of Products. Years of championing Workday's agile scrum methodology (PACTDS) for hundreds of project members and stakeholders.

Over 12 years and 20,000+ hours of hands-on experience in 14 Workday modules: HCM Core, Payroll, Benefits, Recruiting, Advanced Compensation, Time Tracking, Leave & Absence, Talent & Performance, Advanced Reporting, Integrations, Studio, LMS, Prism Analytics and BIRT.

### Workday Product/Project Manager

- Developing, managing and maintaining project plans, SOW's and SLA's
- Setting deadlines and evaluation of project milestones and deliverables
- Data conversion, validation, testing & clean-up activities
- Leading collaboration for design sessions, project scope and integration work
- Managing test plan for all phases, cut-over activities & hyper-care log

### Workday Technical Leader

- Created and deployed over 800+ inbound/outbound integrations
- Expert knowledge of Domain Security, Intersection Groups, Role/User-based Security, tailored ISU accounts, GDRP and PII's laws.
- Creating complex dashboard/reports within Workday to support various daily HR ops functions (retention, job costing, days-to-hire, 9-block talent distribution, etc.)
- Expert knowledge in Workday Studio (Eclipse), Java, JavaScript, API (REST & SOAP), XML, XSLT, XPath, JSON, OAuth 2.0, PGP, MySQL, PECL, RaaS, iPaaS, AWS, Prism, Boomi, MuleSoft and various MDM platforms

### Workday Functional Leader

- Led, configured and deployed hundreds of complex Business Process (Hire, Termination, Change Job, International Assignment, etc.)
- Redesigned and redeployed various modules for those early adopters of Workday and several Fortune 100's
- Data conversion, validation, testing & clean-up activities
- Leading collaboration for design sessions and integration work while managing scope creep
- Creating automated test plans with scrambled data, cut-over activities & hyper-care phases

### Noteworthy highlights

- Sole creator and developer of a proprietary 48-hour M&A data conversion plug-in for Workday
- Several consultations over the years with CHRO's to identify HR data-breaches and internal criminal activity
- Full understanding of all 7 functions of HR and their operational gaps and opportunities through technology
- Deep and extensive expertise in UKG, Peoplesoft and SAP migrations to Workday

**Bio-Rad Laboratories (10,100 ee's) Hercules, CA 08/13 – 11/13**

Global HR Projects & Systems Manager – Human Resources

- Sr. Project Manager and HR team lead for SuccessFactors (SAP) implementation.
  - Modules include Compensation, Talent and Succession Planning
  - Managing and leading all phases of the project life cycle
  - Manage vendor relationship, all change management activities and global training programs

**JDA Software (5,100 ee's) Scottsdale, AZ 08/12 – 7/13**

Global HR Manager – Human Resources

- Workday 17-20 implementation
  - Technical and Functional lead through all phases - Planning, Architect/Prototype, Build, Test, Deploy, SOA Business Intelligence, Common Integration Platform, Testing & Delivery Assurance
  - Manage team of 7 Human Resource SME's
  - Okta provisioning and AD lead
  - Global Integration developer lead
  - SilkRoad – OpenHire ATS, Cornerstone LMS
- Red Prairie Acquisition
  - Paralleled migration activities during WD implementation
  - Employee conversion from Red Prairie HCM platform (UltiPro) into Peoplesoft
  - Coupled Red Prairie migration to Peoplesoft HCM with that of WD implementation efforts
  - Oversee 4 additional HRIS resources globally

**Mitchell International (1,800 ee's) San Diego, CA 05/11 – 08/12**

HRIS Manager – Corporate Enterprise Business Technology

- UltiPro Central (dedicated SharePoint Site)
  - UltiPro Customized Calendar
    - SaaS nightly/weekly downtimes
    - Scheduled Releases and the details of modules impacted
  - End-user ticketing workflow system with SMS messages for SEV1 issues
  - Training coursework and KB articles
  - SLC and roadmaps on quarterly and yearly deliverables
  - /End-user's Q&A forum (in conjunction with metadata query to existing KB articles)
- UDES builds for ChoiceLinux, Discovery Benefits, Cigna, Aetna, etc.
- Cognos report writer including but not limited to: Gross Earn Deductions, Changes file scheduler, complex Ad-hoc requests
- Re-deployed security matrices based on SOX compliance and internal liabilities
- Corporate System integrations for AD/IDM, SSO
- Sole application administrator and SPOC for all technical related projects and system dependencies
  - SMC (Site Management Console)
  - Cognos (IBM Reporting)
  - .Net / Backoffice (Citrix environment)
  - UDES (Flat file integrations to sFTP and/or cloud environments)

**CareFusion (15,000 ee's) San Diego, CA 07/10 – 05/11**

Sr. Systems Analyst – HR Project Management Office

- Workday 11 (SSO | SaaS) implementation technical lead
  - Wrote 3<sup>rd</sup> party vendor interfaces including but not limited to: ADP, Hewitt, Concur, Cigna, WageWorks, MetLife
  - Designed business cases and test scripts along with the overseeing 20 data testers
  - Managed cut-over processes, stabilization issues and enhancements (ie. Blackberry/iPhone app, Business Processes & all Security)
  - Wrote iLoad and EIB XML conversion databases to ensure employee data integrity and requirements for company acquisitions
- Workday 12 (SSO | SaaS) upgrade PM/technical lead
  - Directed 20+ meeting hours of upgrade enhancements to determine scope of need and resources
  - Worked directly with and managed technical HRIS upgrades with the respected IT & HR areas (SAP, CRM, App's Development, Staffing, Learning Management, Benefits, Comp, Talent Acquisition, etc)
  - Successfully implemented mass Hire/Term module, training videos, webinars and process documents
- Technical developer for ad-hoc applications and reports through MS Excel and MS Access (macros, VB, SQL)
- Developed interdepartmental automation solutions for Service Center scorecard matrix & customer service surveys
- Created PTO payout liabilities analysis database for Service Center as central repository for both HRO and ADP.

**Palomar Pomerado Health (7,000 ee's) Escondido, CA 11/08 – 07/10**

HRIS/Compensation Analyst

- Lawson Business Intelligence 9.0 Project Lead.
- Technical and Functional SuperUser in the following PPH system Applications: Lawson 8.0 & 9.0, MSS, ESS, ShiftWise™, Position Manager/Hiring Manager and Intranet.
- Redesign and development of over 100 monthly reports through automation and streamlining processes to reduce workloads.
- Contract negotiations with Staffing Agencies to include a \$29k savings to various consulting project's.
- Created HIPPA secured email VBScript for HR colleagues on their AD/IDM. IT Security later used this solution as a district-wide install.
- Responsible for install and issues surrounding DB2 & SQL drivers, mapping data sources with various warehouses.
- Produced Managerial Performance benchmarking analysis for Executive Team. Analysis consisted of 4 web developed pages, 3 PowerPoint presentations, and several Java/XHTML cubed-query interactive modules.
- HR Project Manager for PayChex HRMS implementation. Duties included RFP's, contract negotiations, vendor selection, data transitions, table requirements and new HR data terminology/methodology.
- Eliminated hard copy paper processes with electronic audits and automation; consisting of billing and analysis of EEO, Cobra, Medical/Dental/Vision Insurance, 401k, Pension & Workers Comp.

**American Health Care (600 ee's) Rocklin, CA 01/08-04/08**

*Compensation Analyst - Contract*

- Manage compensation and rewards programs for all facilities including corporate headquarters. Collaborate with department managers in the development and deployment of compensation programs and systems. Provide remote assistance both on-site and VPN.
- Conducted audit of rewards program company-wide and benchmarked employees against statutory and market practices. Evaluated programs, conducted analyses, negotiated with vendors, and lead implementation. Developed and implemented effective base and variable pay strategies.
- Effectively drove compensation and total rewards projections for Finance and Accounting. Such schema's included company growth, all variable pay practices based on employment status, lay-off's and newly created executive positions.
- Regulatory compliance analysis with state, local and federal guidelines as well as company policies and procedures.
- Prepared position descriptions and evaluated same using market pricing method.
- Participated in multiple compensation surveys; analyzed and interpreted data results.
- Forecasted pay for performance increase budgets; guided budget process.

**Fremont-Rideout Health Group (4,200 ee's) Marysville, CA 9/07-01/08**

*Compensation Development Consultant - Contract*

- Served as lead project manager in the deployment of online performance management and compensation planning tools for all locations, including multiple divisions both Union and Non-Union within Fremont-Rideout Health Group.
- Financial Modeling of pre and post adjustments include Pivot Tables, VLookup, Multi-dimensional database interrogation, aged-data, budget forecasting, analysis and reporting.
- Job analysis of market trending at all levels from entry to executive positions.
- Successfully delivered accurate compensation analysis and proposals to Senior Administration during union strikes.
- Established in-depth analysis of turnover metrics to enhance focus on retention and accession rates.

**Marshall Medical Center (2,200 ee's) Placerville, CA 8/04-9/07**

*HRIS Analyst (50% HRIS, 50% Compensation)*

- Project analyst of McKesson Paragon Payroll 7.3.
- Worked with peers to construct the compensation architecture, whereas trend and complex data modeling was developed.
- Developed and delivered all department budget analysis reports on a quarterly basis through data mining, reporting methods, etc. While furthering the IT solutions trends, the cross-function of automation was shortly developed thereafter.

## EDUCATION & CERTIFICATIONS

**HRIP Certified (Human Resources Information Professional)**

**April 2012**

*IHRIM (Association of Human Resources Information Management)*

**2-week Scrum Agile Training**

**May 2012**

*Employer Sponsored – Mitchell International*

**Certified LEAN Six Sigma – Yellow Belt**

**March 2011**

*Employer Sponsored - CareFusion*

**Workday Certified: HCM Core**

**February 2014**

**Workday Certified: Absence Management**

**February 2014**

**Workday Certified: Benefits**

**February 2014**

**Workday Certified: Advanced Compensation**

**March 2014**

**Workday Certified: Integrations**

**March 2014**

## Software Competencies:

**HRIS/HRMS:** Workday v10-current, Peoplesoft HCM 8.9, Ultimate Software, Lawson 8.0 & 9.0, Lawson 9.0 LBI, ABRA HRMS 8.3

**HR Vendor Applications:** Hyperion, ADP Payroll, McKesson Kronos 4.2 & 5.2, SuccessFactors, Taleo, Hewitt, Paychex Payroll

**Software:** Visio, SharePoint ('10-'13), Access ('03 – '10), Excel ('03 - '10), Crystal Reports 8.5+, IBM Cognos 10.1, SQL, VB6, VB script