

TANYA N. HOANG – MBA, PMP

Mobile: 714.926.5808

THoang98@gsb.columbia.edu

<http://www.linkedin.com/pub/tanya-hoang/0/66b/310>

PROFESSIONAL PROFILE

Dynamic executive with extensive expertise in program management and organization development/effectiveness across multiple industries: electronics, telecommunications, healthcare, automotive, consumer products, pharmaceuticals, chemicals, utilities, hi-tech and financial services. Proven ability to accurately assess situations, create strategies and efficient work plans, and execute plans to affect significant and sustainable impact on bottom line. Energetic leader who cultivates loyal business relationships, engages stakeholders, and inspires cross-functional teams to deliver high quality and innovative solutions – on time and on budget.

AREAS OF EXPERTISE

- Organization & Job Design
- PMO Design & Operations
- Process Improvement
- Program Management
- Strategic Planning
- Talent Management
- Mergers & Acquisition Integration
- Organization Transformations
- Sustainable Change Implementation

PROFESSIONAL EXPERIENCE

THRIVE CONSULTING SERVICES, INC. – Irvine, CA

2009 – Present

Management consulting firm focused on program management & organization development/effectiveness.

Partner

- Acted as CEO's Executive Advisor by facilitating creation and roll-out of corporate mission statement and values, managing M&A integrations, establishing and running PMO, and enhancing organizational effectiveness through design and implementation of OKRs, organization structure, performance management program, total rewards strategy, recognition program and learning & development for MeridianLink.
- Managed all areas of HR across 31 initiatives to achieve \$500M savings over 3 years for St. Joseph Health.
- Managed the design of global procurement transformation with \$3.5B spend to achieve \$8m operating cost improvement for Becton Dickinson.
- Drove organization effectiveness activities with multiple business units in a \$1.6B program in the installation of 5 million smart meters over 4 years for Southern California Edison.
- Managed strategic planning phase for multi-year Eclipsys implementation for City of Hope.

ST. JOSEPH HEALTH – Irvine, CA

2013 – 2014

Acute and ambulatory healthcare system.

PMO Director

- Established and managed PMO organization, methodology, work processes and over 50 tools in partnership with VP to successfully implement enterprise-wide, strategic initiatives.
- Accountable for successful delivery of Information Sophistication, a multi-million dollar initiative consisting of 15 large programs with the end goal of simplifying clinical and operational workflows and upgrading and connecting information systems, resulting in an integrated and coordinated system of care.

PRICEWATERHOUSECOOPERS (acquired by IBM) – Armonk, NY

2004 – 2009

Global Big 4 management consulting and accounting firm.

M&A Integration Project Manager & Acquisition Change Management

2008 – 2009

Served dual roles of M&A Integration PM & Acquisition Integration CM – 1st time for any IBM acquisition.

- Ensured smooth acquisition integration through cross-functional team of over 70 IBM resources from 25 different work streams and reported milestones, budget, and issues to IBM Executive Steering Committee.
- Managed integration budget of \$3.1MM and 5 year targeted revenue of \$202MM.

Managing Consultant

2004 – 2008

Managed global transformations/cross-functional teams and drove innovative solutions for PwC/IBM clients.

Sony Electronics: Drove implementation of newly designed PMO for sales & marketing transformation.

- Created end-to-end project lifecycle processes, accountability matrices, and 35 project management tools for PMO, enhancing work efficiencies.
- Designed and recruited for PMO, improving oversight of 45 ongoing projects, estimated to generate over \$1.8B in incremental revenue over 5 years.

Sprint: Reduced operating costs and increased customer satisfaction on IBM's first global outsourcing transformation—5 years and \$2B project.

- Managed global implementation of integrated and cascading communications strategy with consistent messages and timely delivery across 11 major work streams and multiple releases, increasing work efficiency and touching 56,000 Sprint employees.
- Developed and implemented performance management program to 6240 staff at 30 vended call centers, improving customer satisfaction levels, up-selling of products/services and employee morale.
- Drove change management initiatives for Self Service release via web, device, and IVR, strengthening customer loyalty and self sufficiency.

Celanese Corporation: Directed global, change management program for 16 on-going projects with over-arching objective to standardize, automate, and globalize procurement processes.

- Boosted user adoption & sustainability of newly designed procurement processes through management of executive involvement, global delivery of targeted communications and training program to 85 super users.

QP GROUP L.L.C. – Parsippany, NJ

2001 – 2003

Boutique management consulting firm specializing in procurement and supply chain management.

Program Director

2002 – 2003

- Generated over \$2MM in the first year as QP Group's global leader for newly developed Organizational Transformation service offering.

Lead Consultant

2001 – 2002

Cable & Wireless: Served as Program Manager to save \$2MM in global transformation of Purchasing & Supply Chain organization across 16 countries.

- Reduced operating expenses by 15%, decreased delivery times by >90%, and improved customer service through implementation of streamlined and cross-functional business processes.
- Decreased overhead costs by 50%, from 270 to 140 employees through redesign of organization structures without union involvement.
- Sustained succession via global recruitment of Senior VP's team of 11 direct reports and development of total rewards packages for team.
- Transformed a monopolistic and stagnant organization to a market-ready and profitable organization by developing and delivering a comprehensive training program.
- Advised Senior VP of Purchasing & Supply Chain and COO of Regional Businesses on overall transformation and change initiatives.

TOWERS PERRIN – New York, NY

1998 – 2001

Global management consulting firm specializing in human resources.

Consultant, Global Resources Group (GRG)

Specialized in design and implementation of organizational development and business process improvements.

Avon Products: Served as Co-Manager in redesign of business processes and global infrastructures for Marketing function, with budget of over \$1.1MM and team of 5 Consultants.

- Integrated and globalized three Marketing business units in design of new organization structure.
- Developed business strategies and operating models for Sales and Sales Support organizations with Sales leadership team, resulting in introduction of new sales channel and increased efficiency.

Towers Perrin's GRG: Owned all aspects of graduate and undergraduate recruiting and recruiting team of 12, resulting in an integrated recruiting program for 4 offices with GRG resources, while excelling in client engagements.

Goldman Sachs: Enabled Foundation to be fully functioning in 3 months through design of business strategies, operating business model and organization structure.

EDUCATION

MBA, Management of Organizations, Columbia Business School, New York, NY

BA, Economics, University of California, Irvine, Irvine, CA

Minors - Business Management and Spanish Literature

PMP Certification: 2011-Present