



Hello from England! I represent our 'European presence' from my UK base, bringing extensive experience working across the European continent, as well as with project teams distributed globally. I have particular expertise in supporting Fortune 500 multinationals based around the world – as a result, I'm skilled at translating the Queen's English and Greenwich Mean Time to American English and U.S. time zones.

I've worked side-by-side with the founder of emHrge for many years in our prior roles, where we collaborated on a variety of assignments and initiatives. Renewing our collaboration at emHrge provides me with the opportunity to apply my expertise in service to our clients and their employees – doing so in a manner that's consistent with my values and the values of The Worshipful Company of Management Consultants, a London-based organisation to which I belong.

(continued on next page)

CONTACT

PHONE:
+44 7845 168 713

WEBSITE:
www.emhrge.com

EMAIL:
Wellsben3@gmail.com

Ben Wells

Principal Consultant
emHrge

WORK EXPERIENCE

Independent: 2020 – present
Freelance consultant

Providing hands-on support to various organisations to help them manage HR technology evolution and adoption. This included the roles listed below.

Programme Manager, November 2021 – June 2022

Oversaw the global implementation of an HR and benefits administration platform for a multinational client. Coordinated 12 concurrent projects to launch a system that automates the aggregation of employee data and reporting to local insurance providers. This resulted in improved efficiency and compliance in managing coverage and claims.

Key achievements were:

- Programme governance, including a joint client/supplier steering committee, regular project status reporting, and a change control process.
- Managing cross functional project teams that included business stakeholders, IT, Business Analysts, and Operational Support.
- A continuous improvement process that involved capturing 'lessons learned' at regular intervals and communicating feedback and actions to project stakeholders.
- A new operating model for coordinating implementation and operational teams resulting in smoother transition to business-as-usual activity.

Project Manager, April 2021 – October 2021

Managed the development of a global HR data warehousing and analytics solution to provide metrics and insight into organisational health. The solution gives business users access to real-time data, aggregated from various enterprise systems and data sets, which reveals performance on several KPIs including Net Promoter Scores, Employee Wellbeing, Recruitment and Onboarding Effectiveness, and Labour Costs.

Key achievements were:

With over 20 years in management and HR consulting I bring a range of competencies in tech, transformation, and both change and project management, apply both my left brain and right brain sensibilities and perspective to each assignment.

ADDITIONAL EXPERIENCE & HONORS

- Advanced Management Program, IE Business School.
- Experience in agile tools such as Jira, Confluence, Slack, Monday, GitHub.
- Experience in analytics tools such as Power BI, Tableau, Sisense, Qlik.
- Member of the Worshipful Company of Management Consultants.
- Three A-Levels in Maths, Physics, and Performing Arts.

CLIENTS SERVED

(representative, past & present; proprietary information)

Barclays • BNY Mellon • Coca-Cola • Diageo • DTCC • General Motors • GSK • Société Générale • Unilever

- Gathering business needs and priorities from stakeholders and translating them into requirements, development roadmaps, and release plans.
- Managing IT, Business Analyst, and Operational Support resources to ensure realistic timescales and scope and continuous delivery using Agile methodology.
- Established policy and protocols to ensure compliance with privacy legislation and protect the identity of individuals.
- Supported migration to business-as-usual operations to support ongoing transmission of data to a cloud-based data lake.

Associate, September 2021 – Present

Provide advice in developing and taking-to-market a consulting and technology solution that consolidates and transforms enterprise data using cloud-based tools. By outsourcing management of their enterprise data clients reduce the cost, and increase the control, over the organisation, analysis, and integration of data sets.

Key achievements were:

- Designing a standardised process for transmitting, aggregating, and cleaning data from various sources so that reliable data can be rapidly queried to fulfil any needs.
- Setting-up a partnership with a third-party data lake platform that streamlines the process of unifying data sets and controlling quality and accuracy.
- Conducting client trials to prove the value of the solution and demonstrate the benefits of centralised data that can be integrated with administration, analytics, and reporting tools.

Buck – UK: 2017 – 2020

Principal, Technology & Innovation

Responsible for commercial HR software services in Europe. Part of the global technology and innovation executive team overseeing a team of engineers, business analysts, consultants, product managers, and suppliers to develop and implement HR systems for global clients.

Key achievements were:

- Adoption of Agile methodology and practices across the IT organisation, including new governance and project management processes and standards.
- Expanding services into enterprise data lakes and analytics with the introduction of new tools to automate the management of client data.
- Led the market research, product design, and rapid development of a new class of global HR administration and reporting system.
- Established new partnerships with user-led design experts and cloud-based providers.

Xerox: 2014 – 2017

Director, Management Consulting

Responsible for the UK division of the global Management Consulting practice, leading national and international transformations for HR clients in Europe and North America.

Key achievements were:

- Product management of new analytics technology that helped a multinational client assess and monitor HR costs and markets.
- Collaborating with stakeholders at a financial services company to assess, design, and implement a new HR operating model.
- Implementing new processes for an HR support and maintenance team at a high-tech client.

Xerox: 2007 – 2014

Senior Consultant, Talent & HR Solutions

Responsible for solution architecture and project management of client HR outsourcing and systems implementations in Europe.

Key achievements were:

- Assessment of end-to-end HR processes and systems for a pharmaceutical client to identify standardisation opportunities and analyse change impact.
 - Change management lead for an outsourcing initiative at a professional services client involving multiple phases of process optimisation, automation, and offshoring.
 - PMO Manager for an outsourcing project at a global investment banking client, involving the reallocation and relocation of administration resources.
-