

DEE ANN FRAWLEY

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SUMMARY

Over 15 years of project management experience in human resources (HR) and benefits outsourcing industries leading project teams in multiple US and Offshore locations. Demonstrated excellence in working closely with a wide range of professionals to achieve and exceed project and business goals. Consistently outperform client expectations for complex projects in diverse areas. Focused expertise includes:

- Program & Project Management
- Client Relationship Management
- Team Management & Leadership
- Project Design & Delivery
- Project Evaluation & Risk Assessment
- Process Outsourcing & Improvement
- Business Operations Management
- Customer Service Operations

EXPERIENCE

CONDUENT HR SERVICES, LLC., Greensboro, NC

2007 to 2018

(formerly Xerox Business Services)

PROJECT MANAGER / CLIENT PLATFORM LEAD

- Oversaw human resource and benefits administration projects servicing multi-million-dollar clients. Simultaneously managed multiple projects.
- Oversaw implementation of yearly open enrollment benefit projects impacting 80,000 participants for multinational energy corporation. Orchestrated ongoing system change requests and client account management.
- Managed yearly total rewards system configuration, process and reports that enabled clear demarcation between employee and employer benefit contributions. Managed technology and data teams to provide web portal for 25,000 multinational energy corporation employees to view online total rewards statements.
- Managed web upgrade and COBRA implementation projects for multinational energy corporation client.
- Led open enrollment and benefit administration projects for consumer brand leader and government account clients, each with differing benefit structures, vendors and variables. Customized project plans to dynamically accommodate changes.
- Received Conduent HR Services awards for Project Management.

AON CONSULTING, INC., Winston-Salem, NC

2001 to 2007

VICE PRESIDENT, CLIENT DELIVERY

2005 to 2007

- Managed client project team: business analysts, developers and call center staff. Handled operations management and HR outsourcing functions for large insurance client, including client delivery.
- Improved client relationships and project performance. Incorporated business structure and project planning.
- Provided overall project management for systems and process implementation for key manufacturing client. Successfully delivered client HR portal system for health and welfare and modeling tool for 30,000 union and management employees for defined benefit administration.
- Led business transitions from US to Offshore. Provided leadership to US team that documented processes and transition plan.
- Maximized business efficiency, optimized project management structure and fostered strong business relations.

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EXPERIENCE

PROGRAM MANAGER, HR PORTAL SYSTEM CONVERSIONS

2004 to 2005

- Provided program coordination for Aon Consulting health and welfare system conversions from mainframe to internet application for 40 business clients.
- Spearheaded five system conversion leads; oversaw project management approach, project plans, risk management, issue resolution and executive reporting.

PROJECT TRANSITION LEAD, HR OUTSOURCING

2001 to 2004

- Served as transition lead for Aon Corporate HR outsourcing initiative in Chicago, IL.
- Directed payroll, benefits administration, retirement administration and takeover of call center operations from 3rd party vendor.
- Managed all deliverables for current analysis, future enhancement and best practices.

ACTUARIAL SCIENCES ASSOCIATES (ASA, INC.), Greensboro, NC

1998 to 2001

MANAGER, BUSINESS OPERATIONS & PLANNING

- Project-managed special force reduction programs (special pension benefits, retirement packages and separation payments) to 8,000 terminated telecommunication client employees.
- Managed annual business planning, documented strategic goals and plans. Created executive reporting for vice president and directors.
- Received ASA, Inc. All Star Awards for management.

EDUCATION & PROFESSIONAL DEVELOPMENT

Bachelor of Science, Public Relations/Journalism, Oklahoma State University, Stillwater, OK.

Master's Certificate – Project Management, The George Washington University – Project Management Institute (PMI).

PMI Focused Curriculum – Project Leadership, Management, Communications, Risk Management, Scheduling & Cost Control, Quality Assessment and Contracting for Project Managers.

COMMUNITY LEADERSHIP

Feeding Lisa's Kids – High Point, NC – Food collection and delivery to those in need.

Lions International – High Point, NC – Eyeglass recycling program collection.

Family Service of the Piedmont – High Point, NC – Co-host for annual fund-raising event.

Wyndham Championship – Greensboro, NC – Annual Golf Tournament – Community Volunteer.