

BENEFITS



Lou Fiore

Vice President of HRMS and Payroll, Sodexo U.S.
Fiore is responsible for all U.S. HR information systems, HR information security, and payroll operations. Prior to his current role, he was an integral part of Sodexo IS&T's application architecture and design division.



David Lutterbach

Vice President, Global Benefits, Health and Wellness, Hess Corporation
Lutterbach leads the company's HRIS group, which supports 14,000 employees in more than 15 countries, and is a member of the HR leadership team.



Denise Peppard

Senior Vice President, Wyeth
Peppard has redefined the role of HR in the company through an increased focus on quantifiable and core business goals. One way in which she has achieved this was by making the decision to outsource Wyeth's benefits program.

LEARNING



Julian Bryant

Head of HR Operations, UBS
Bryant has been the architect and driver behind UBS's four-year HRO journey by working on a global strategy for HR and learning, and driving their contracting process with ACS. These efforts have provided UBS with minimal risk.

MULTI-PROCESS



Peter Au-Yang

Senior Vice President, HR, PHH Mortgage
Au-Yang is responsible for the staffing, compensation and benefits, and team player relations. He joined PHH Mortgage (then Cendant Mortgage) as vice president of compensation and benefits in June 2001.



Jim Borel

Senior Vice President, HR, DuPont
As senior vice president of DuPont Human Resources and a member of the company's office of the chief executive, Borel is in charge of all HR functions including oversight of its billion-dollar outsourcing contract with Convergys.



Stephen Cerrone

Executive VP, Global HR & Communications, Sara Lee Cerrone has taken a very strategic view of the HR administration function at Sara Lee, working with various providers to handle actuarial and consulting work, H&W administration services, and pension services.



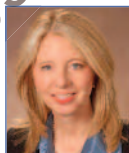
Rita Ennis

Senior Vice President HR, PHH Corporation
Ennis has served PHH Corporation in a variety of roles since 1986. In her current role, she helped PHH Arval maintain the customer service focus and other cultural attributes that have made the company a great place to work.



Ken Erffmeyer

Vice President, HR, Thomson Reuters
Since 2003, Erffmeyer has been with the Thomson Corporation and has led the HR transformation project by overseeing a cross-enterprise initiative that developed a new HR model, in which admin and technology were outsourced.



Jeanne Fedoryk

Vice President, Global HR Transformation Johnson & Johnson
Fedoryk has led an intensive initiative to transform HR business processes through J&J's 250 companies, spanning 90 countries with more than 121,000 employees.



Victoria Flaherty

Director HRIS, Operations & Outsourcing, Sempra Energy
With 16 years of industry experience, Flaherty is the catalyst within Sempra's HR operation with intentional focus on both the now and the new. She is knowledgeable in many facets of the HR outsourcing industry.



Steve Grossman

Chief Financial Officer, Strategic Restaurants Acquisition Corp.
Grossman joined Strategic Restaurants at its inception in March 2005; prior to that he was vice president of finance for a restaurant company, Sydran Services, from 1994 through February of 2005.



Tom Guckert

Senior Vendor Manager, HR Operations, Freescale Semiconductors
Guckert has been instrumental in making its HRO contract with ACS a true partnership. He leads the global governance of the engagement for Freescale.

2010 Practitioner Superstars



Roger Harrison

Vice President, BPO Service Delivery, GSK
Harrison is responsible for directing the company's HRO vision, and his successful involvement in the early stages of HR BPO within GSK led to his position and responsibilities today at the pharmaceutical giant.



Mike Marinaro

HR Governance Relationship Manager, Chubb & Son
Marinaro assumed his current role in January 2005, with responsibility for leading the team overseeing HR services from ACS. During his tenure, key accomplishments include transitioning recruiting services to an RPO provider.



Albert Hawkins

Executive Commissioner, HHSC, State of Texas
Hawkins is the chief executive responsible for guiding the operations of the state's health and human services agencies. Before his appointment, Hawkins served as an aide to former President George W. Bush.



Judy McFarland

VP, HR Service Center, HRIS, & Enterprise Shared Services HR, Northrop Grumman Corporation
McFarland has been instrumental in providing strong thought leadership and program management to drive a successful completion of several complex HR initiatives.



Marissa Hedengren

Vice President, HR Technology and Service Delivery Prudential Financial
Hedengren has been managing one of the industry's most tenured HR outsourcing relationships since its inception in 2002. She is also a member of the HRO Buyer's Group.



Anka Milin

Vice President Benefits, Compensation, Payroll and HR Systems, Sony BMG Music Entertainment
Milin recently led her team through the rapid implementation of Ultimate Software's UltiPro delivered through software-as-a-service (SaaS), reducing costs, improving efficiencies, and enhancing contributions to the company.



John Kissel

Director of HR Operations, CIGNA
Kissel is responsible for all HR operations at CIGNA, including all outsourced HR systems, employee call center, payroll, benefits, recruiting, and learning systems. He has also worked at Unisys, IBM, and the ACE Group.



John Murabito

Executive Vice President HR and Services, CIGNA
Murabito drives growth in CIGNA's businesses through an effective HR and people strategy. Some of his responsibilities include planning, staffing, talent management, succession processes, compensation and benefits, and training.



Lisa Knutson

Vice President of HR Operations, E. W. Scripps
Knutson led her company's charge into comprehensive outsourcing through its contract with ADP. A pioneer, she is also the inaugural chairwoman for the Mid-Market Special Interest Group within the HRO Association.



Rose Patten

Senior EVP, HR, and Head of Office of Strategic Management, BMO Financial Group
Patten is responsible for BMO's enterprise-wide HR functions and strategies, which includes establishing the standards for developing and implementing business strategies.



Sreeni Kutam

Senior Director of HR Operations, Medco
Kutam has managed several HRIS implementations and helped Medco successfully enter in enterprise HRO at the pharmacy benefits giant. Prior to joining Medco, he was with Hewitt Associates, the company's provider.



Nury Plumley

Americas & EMEA Staffing Manager, Global Staffing Programs Manager, Agilent Technologies
A proponent of using social media to enhance the employment brand and reach hard-to-find candidates, Plumley has displayed a willingness to try new recruiting approaches that makes her a leader in her field.



Michael Lapetina

Vice President of HR Client Services, Unisys
Lapetina has served as a team-oriented leader for the relationship between Unisys and Hewitt, its outsourced HR services provider. His ability to be a strategic leader for the relationship has influenced its growth.



Karin Princivalle

Senior Vice President, HR, Medco
Princivalle joined Medco in May 2001 from TradeOut.com, an online business-to-business surplus marketplace, where she built and managed the HR function for a growing Internet start-up.



Ernest Lareau

HR Director, Portfolio and Program Management, DuPont
Lareau played a role in the process that led to DuPont selecting Convergys as its provider of transactional HR services, the largest HRO agreement in history. He now oversees the commercial aspects of the Convergys relationship.



Kevin Prue

VP, Planning and HR Services at Prudential Financial
Prue oversees HR strategy, business and financial planning. His scope of accountability includes HR operations and systems, HR vendor contracting, HR initiative and change management implementation, HR mergers and acquisitions and HR communications.



Maria Sharpe

SVP, Compensation, Benefits and HR Systems, PepsiCo
 Sharpe transformed PepsiCo's bevy of outsourcing services to more than 70,000 employees, including workforce administration, health and welfare, call center, compensation, learning, performance management, and payroll.



Jim Theis

General Manager, Program Management, Delta Air Lines
 This is accountable for all PMO activities with Delta's outsourced relationship with ACS, Sedgwick, and others, including implementation of project management discipline, planning, and management of operational projects.



Craig Warren

Director, Global HR Shared Services, Rockwell Automation
 Warren is responsible for executing the global HR shared services strategy and for the delivery of a multitude of HR services, including talent acquisition, learning, and rewards.



Martha Webb-Jones

Senior Manager, Employment, Spirit Aerosystems
 Since Spirit was formed in 2005 following divestiture from Boeing, Webb-Jones has served as project manager for various HR implementations, including payroll services, relocation programs, and the transition to SAP's HR modules.



Dean Vonderheide

Vice President, Organizational Effectiveness, Kimball International
 Vonderheide has an impressive background as a leader over functional areas within operations management, which has led him to have four senior roles at Kimball.



Kathy Frisz

HR Corporate Recognition, TransCanada
 To help drive an invigorated culture, Frisz applies forward-thinking approaches to her company's recognition program through an innovative web portal that delivers attractive and user-friendly information and applications.



Jeff Parker

Manager, Recognition and Reward Programs, RBC Bank
 Parker has grown RBC's reward program to make it a huge success and driver for all its employees. His forward-thinking led to one of the most comprehensive and result-driven programs in its field.



Doug Tapp

VP, Human Resources, H&R Block
 Tapp faces unique challenges managing H&R Block's recognition program with total employees growing from 15,000 to 120,000 during tax season. His innovative end-to-end recognition program boosts productivity.



Betsy Campbell Barth

Senior Business Leader International Compensation & Benefits, VISA
 For the past 10 years, Barth has developed and managed multiple relocation programs. Under her leadership, VISA programs have become competitive drivers in the market.



Kathy Curtis

Senior Manager, Global Mobility, Cisco
 During Curtis' more than 17 years in the relocation industry she has become a recognized leader in developing in cost-effective relocation policies for global organizations, including Flextronics, GMAC Global Relocation, and Apple.



Max Davis

Sr Manager, Talent Acquisition & Corporate HR, Raytheon
 Davis challenged relocation provider Cartus to come up with an innovative solution for its mobility program. Under his watch, best practices have been developed and implemented, and specific relocation-related processes have been improved, resulting in cost and time savings.



Anne May

Program Manager, Relocation, Siemens Shared Services
 May joined Siemens in 2002 and is responsible for managing more than 1,000 domestic and international corporate relocations annually for multiple Siemens operating companies. Prior, she was president of Relocation Gatekeeper.



Margaret Smith

Director, Relocation Services, Microsoft
 Smith oversees implementation of the Microsoft global program strategy for permanent and assignment relocation, management of the Microsoft Relocation Center of Excellence Operation, and evaluation of all relocation policies.



Rick Schwartz

VP, Global Compensation, CA
 Schwartz successfully transformed CA's various recognition programs into one recognition system that engages all employees and aligns them to the company's culture, goals, and objectives.



RECRUITMENT



LeAnne Andersen

Director, HR Operations, Best Buy

Andersen is director, human resource operations, for Best Buy, and is responsible for creating and executing strategies. These include managing Best Buy's partnerships with external human resource service providers.



Michael Andrus

Director HR Operations, Catholic Health Initiatives

Andrus is a long time member of the large market buyers Group and a thought leader in developing more effective models for HRO performance. As a recent speaker at the HRO Summit he outlined the governance best practices effectively deployed at CHI for improved outcomes.



Julie Bell

Director, Talent Management & Organizational Development NAT, Goodyear Tire & Rubber Company

Bell is responsible for designing and executing strategies within talent acquisition, cultural integration, performance management, succession planning, and development.



Michael Brandt

VP of Human Resources, Parexel International Corp

Brandt manages a global HR operation for one of the largest pharmaceutical research companies. He has all facets of HR reporting to him and was an early adopter of HRO signing a comprehensive.



Steven Brown

Global Talent Acquisition Leader, GE Healthcare

Using an RPO provider since 1999, Brown has effectively managed process improvement, expansion throughout the U.S., and implemented LEAN, a method for quality and process improvement.



JoAnn Butler

Assistant Vice President for Strategic Staffing, MetLife

Butler is responsible for managing the outsourced recruiting function, employment brand marketing and vendor management, the INROADS intern program, and other strategic HR Recruitment process/policy initiatives.



Aziz Chowdhury

Senior VP, Global HR, Baker Hughes

Chowdhury is the brains behind Baker Hughes' global expansion of RPO beyond North America, U.K. and APAC. Service locations include Central and Latin America, Middle-East, and Sub-Sahara Africa.



Chris Collins

Director of HR Service Delivery, Delta Air Lines

As director of HR service delivery at Delta Air Lines at its world headquarters in Atlanta, Collins is responsible for managing the delivery and compliance requirements for outsourced HR services for more than 100,000 employees.



Cheri Cruse

Manager, HR Policy Dev't & Admin, Allison Transmission

Cruse was instrumental in implementing a full lifecycle RPO plan for Allison Transmission. With critical time requirements and global needs, Cruse knew RPO was the solution to ensure Allison's success with this challenge.



Denise Dagostino

Manager, North America Talent Acquisition, Owens-Illinois

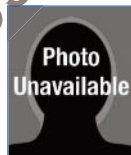
During her tenure, Dagostino has exemplified outstanding leadership and management of an enterprise-wide RPO including all skill-sets at all North American locations.



Max Donley

Senior Vice President, Human Resources, MedImmune

Donley is responsible for delivering professional tools, programs, and services to optimize MedImmune's human capital investments worldwide. Learn more about his successful partnership with The RightThing on page 14.



Jon Dudley

Category Manager, Abbott Labs

Collaborating with team members Eileen Sepot and Shyrl Hoover, Dudley upgraded Abbott's \$200 million contingent labor Managed Service Program through Manpower Business Solutions, encompassing more than 3,500 contin-



Denise Edwards

Head of Resourcing Operations, Vodafone UK

After joining in early 2009, Edwards challenged the partnership with Alexander Mann Solutions to successfully deliver a series of interventions that shifted resourcing from an operational delivery function to a true Center of Excellence.



Suzanne Eller

HR Manager, Recruiting, Talecris Plasma Resources

Understanding the value of an RPO blended model, Eller takes advantage of forward-thinking techniques such as social networking to develop the most effective talent acquisition plan for her organization.



Simon Evans

VP Recruiting and Internal Mobility, SRA, Int'l

Evans manages both external recruiting and the internal management of resources across an array of civilian, military and intelligence community engagements. Prior to SRA, Evans held executive positions at Chevy Chase Bank.



Mary Fricke

Manager, Talent Sourcing and Staffing, GE Capital RE
Fricke oversees, develops, and implements GE Capital Real Estate's RPO engagement. She has decreased agency spend by more than 50 percent, decreased cycle time by 45 percent, and exceeded diversity targets by 55 percent.



Mary Kynkor

Vice President, Talent Management, NCR
With 25 years' experience, Kynkor leads global talent management for NCR, which includes talent acquisition, learning, leadership development and performance management strategies, recruiting and learning manager systems.



Dominique Grau

Vice President, Compensation, Benefits, and HR Services, Agilent Technologies, Inc.
Grau has led the HR outsourcing strategy at Agilent during the past six years. Agilent HR went from a mostly in-house service delivery function to a leveraged service model.



Dini Lavelle

Senior HR Manager, Global Mobility, Oracle
With more than 20 years' experience, Lavelle has been the leading force at major global companies. Before joining Oracle in 2008, she held senior positions primarily focused on international relocation service management at Hewitt Mobility, Hewitt Associates, Hewlett-Packard and Syntex.



Tammy Grisham

Director, HR Operations, GE Money
Grisham, a 15-year veteran of the company, leveraged an RPO relationship with KellyOCG to achieve year-over-year cost reductions (\$2 million in 2007) while continuing to manage a best-in-class staffing process.



Katie Luippold

Executive Director Human Resources, Morgan Stanley
Facing a difficult economic environment, Luippold approached her company's RPO outsourcing in a way that helped lower cost and improve key performance indicators.



Ross Grossman

VP of Human Resources, Regeneron
Before joining Regeneron, Grossman worked in HR positions at Prudential, Novartis and UBS PaineWebber. He currently serves on the board of trustees of the Youth Development Clinic in Newark, New Jersey.



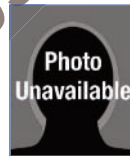
Kim Martin

Global Talent Acquisition Leader, GE Healthcare
Martin is responsible for delivering best-in-class talent identification, acquisition, and recruitment process excellence worldwide. She leads a team of four global talent acquisition leaders and 11 talent acquisition regional champions.



Christina Heinzmann

HR Business Partner, Vectra Bank
Identifying the need for an outsourced recruitment model so internal HR executives could focus on strategic programs, Heinzmann sought a model that would promote efficiency and free up internal talent.



Brent McCombs

Vice President, Talent, Waste Management
McCombs has held previous senior positions at Thermo Fisher Scientific, Mylan Labs, and Cardinal Health.



Amy Hirsch

Director, Selection, Quality Assurance, and Wellness, Verizon
Hirsch is committed to customized RPO assessment solutions for selecting talent. She has managed an innovative program for 10-plus years that meets business challenges.



Jim Pagoaga

VP, Rehabilitation Services, HCR Manorcare
With 13 years as vice president of Rehabilitation Services for HCR Manorcare, Pagoaga has led a strong and innovative RPO program at one of America's largest health-care providers.



Ellen Hirsch

Director of HR, Grainger
Hirsch is in charge of the RPO program for the \$5 billion facilities maintenance and repair product giant. It ranks as one of the world's most complex recruitment programs, which she has outsourced to SourceRight Solutions.



Michael Patrick

VP, Global Staffing, Honeywell International
Patrick engaged leadership to build a business case for outsourcing all of recruiting for Honeywell North America, included five strategic business units and more than 7,000 hires for exempt and non-exempt positions.



Pouya Khani

Director, Global HR Operations, CA
As outspoken member of the RPOA buyers group and a leading voice in the community, he was instrumental in a recent decision to sign a major second generation RPO deal for CA encompassing significant scope in both exempt and non exempt job categories.



Elizabeth Petro

Director of Talent Acquisition & Strategy, Kodak
With nearly 10 years' experience outsourcing HR, IT, and BPO, Petro has a very robust background in negotiating and managing successful outsourcing arrangements within the HR space and other markets.

2010 Practitioner Superstars



Craig Pintoff

Vice President, Human Resources, United Rental
After renewing his RPO contract for another three years, Pintoff continues his commitment to multi-stream, multi-year, HR BPO engagements, delivering significant ROI to his organization through outsourcing recruitment, benefits, and talent management functions.



Daniel Pon

VP, Human Resources, US Airways
Pon manages and implements an innovative RPO engagement for US Airways' more than 10,000 employees. He has also held senior positions at Sanmina-SCI and E*TRADE Financial.



Tony Preston

SVP of Global HR, Open Text
As featured in the cover story of *HRO Today's* July/August issue, Preston's RPO engagement with SourceRight Solutions exemplifies his 30 years of HR and leadership experience in direct management and executive development.



Patrick Reuss

Americas Recruitment Leader, Global Talent Management COE, SABIC Innovative Plastics
Reuss leads a global team to build an overall recruitment strategy to unify all of SABIC Innovative Plastics six strategic business units recruiting programs and strategies.



Julia Saia

Senior VP, Agility Global Integrated Logistics
Saia joined Agility in 2006 bringing extensive experience in global sourcing, process reengineering, and change management. She has Six Sigma training and her efforts have focused on standardizing global operations processes.



Susan Slater

Vice President, Talent Acquisition, McKesson Corp.
Slater is responsible for implementing, and leading the strategic execution of talent acquisition for McKesson. Leading cross-business unit teams, she has implemented a McKesson-wide methodology for talent acquisition policies.



Keisha Smith

Executive Director Human Resources, Morgan Stanley
Smith has been with Morgan Stanley for nearly 10 years in the recruit and staffing sector. Previous roles include recruiting at Financial Times, and Aerotek.



Alyson Sparks

Director of Resourcing, Deloitte
Sparks has driven the resourcing outsourcing agenda within Deloitte in the UK and Switzerland. She has championed the principle of partnership rather than supplier engagement and continues to constantly demand quality.



Robert Spencer

Director, Talent Management and Inclusion, Entergy
Spencer's strategic thought process of the talent requirements led him to an RPO relationship with Adecco for Entergy's three separate entities. Spencer knew RPO could offer solutions to on-going talent needs in a timely manner.



Danna Szwed

Executive VP, North America Staffing, Citigroup
Under Szwed's direction, her team is responsible for the recruitment of a half million candidates to fill approximately 23,000 positions annually. Her leadership has resulted in Citigroup selecting and implementing a global ATS and the creation of a Center of Excellence.



Franck Thibault

HR Development Director, Geoservices
Thibault has championed rolling out an RPO solution across GeoServices' international business, delivering services in a highly visible, pressurized environment, which has been able to unlock GeoServices geographic footprint and deliver real value back to the business.



Raul Valentin

Vice President of Global Recruitment and Rewards, Covance
Valentin has been providing Covance with forward-thinking recruitment and reward strategies since 1999. Prior to joining the firm, he managed 10,000-plus employees at Frito Lay.



Kim Wipf

Executive Director, Global Recruitment, AstraZeneca
During the past seven years at AstraZeneca, Wipf has worked in the areas of HR strategy and planning, HR service delivery, and recruitment. Within her current role, she oversees the global recruitment program



Dan Wild

Chief Financial Officer and SVP, JT3
Wild oversees the accounting, finance, human resources, and treasury functions of a joint venture company that supports the U.S. Air Force and Navy at four southwestern test and training ranges under the J-Tech contract.



Dick Whitford

Assistant Director for Human Capital, TSA
Whitford has been integral to the TSA's HRO initiative. Prior to working with the TSA, he played a critical role at the Office of Personnel Management in establishing US-AJOBS, an automated employment information system.