

Eric S. Blaylock

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Senior Executive

Delivering sustainable growth through and business transformation through strategy consulting, management and technology consulting, automation, and operational excellence.

ROLES

Managing Director ● Strategy Consulting Executive ● Interim CHRO ● Board Director

CORE COMPETENCIES

Business Agility ● SAFe-DevOps ● Org. Change Management ● Digital Transformation ● Solution Selling
● Business Development ● Technology Integration

PLATFORMS AND TECHNOLOGIES

Microsoft Dynamics 365 ● TxP ● SuccessFactors ● Workday ● Avature Cloud ● Generative AI

MARKET SECTORS

- Private Sector
- State & Local Government
- Federal Government
- Non-Profit

INDUSTRIES

- Technology
- Financial Services
- Consumer Goods
- US Defense
- Telecommunications
- Professional Services
- Energy
- Federal Transportation

Professional Experience

Strategic Human Capital Partners LLC – January 2008 to Present

Founder and Managing Partner of Strategic Human Capital Partners, a boutique professional services consulting firm specializing in human capital strategy and management, strategic planning, and program management, servicing Commercial, U.S. Federal Government, and local Municipal Government clients.

Strategy Consulting Leadership

Client: Large Global Professional Services firm

- Built and led a project team to analyze a professional services client's HR processes, technology landscape and HR functions to determine where automation was feasible. Scope was across 8 HR functional areas and consisted of 4 assessment tracts: Process Maturity; Business Process Automation; Technology Rationalization, and Design Thinking.
- Controlled a project budget of just over \$10M, with onshore and offshore human resources totaling 12 FTEs with an additional fifteen client counterparts.
- Realized client value of 75,184 person-hours saved (~40FTEs) and potential client savings of \$1.17M saved through automation.

Client: Large US Based Provider of Workforce Solutions

- Led the Human Capital workstream within a \$5M engagement to build an integrated digital roadmap based on analysis of value chains, business capabilities and technology capabilities across five business groups.
- Partnered with the client's CHRO to lead a small team in the analysis of 6 core talent management business capabilities to determine challenge and opportunity areas to be addressed by the roadmap.
- Identified 26 primary initiatives to be addressed, including designing a strategic Org. Change Management Strategy for the overall roadmap project and for the launch of primary initiatives.
- Responsible for generating \$7M in new business development with this client; \$3M in existing business development.

Client: US Based Luxury Fashion and Accessory Brand

- Architected a multi-phase SAP SuccessFactors system implementation rolling out to three global regions (US & Canada, Europe, and Asia) and impacting ~10,000 employees.
- Collaborated with CHRO and other C-Suite stakeholders to assess the overall business and human capital strategies, and to create an aligned leadership vision and strategy for HCM transformation.

- Constructed overall project plans and oversaw the day-to-day tasks completion through close collaboration with on-shore and off-shore workstream leads and developers, client counterparts and internal executive leadership.
- Managed all project staffing, financials, risks, and issues.
- Drove sales of additional modules not involved in the original sale. Orchestrated and helped lead pre-sales workshops designed to inform client discovery and solution architecting.
- Led effort to advise the client in developing a firm-wide organization change management strategy.

Management & Technology Consulting

Client: Global Oil and Gas Exploration and Production Company

- Assembled and stood up a multi-modal, cross functional consulting team to deliver strategy and operations consulting for the client.
- Partnered with the business General Manager, the Senior Leadership Team, and blended project team members to develop and maintain an integrated project plan accounting for IT, real estate, construction, and HR work streams to enable efficient coordination for overall project delivery, on time and on budget.
- Authored a strategy to manage risks and issues and executed the plan by partnering with teams from facilities, real estate, IT, and leadership which resulted in the project being delivered on time and on budget.
- Directed the development of a comprehensive communication strategy and directed the tactical execution of the overall communication plan which included delivering organization-wide communications impacting more than 16,000 staff at six different U.S. locations.
- Developed and presented a comprehensive set of recommendations to client leadership for managing change associated with future growth.

Client: Multi-National Bank

- Built and led a blended organization change management team consisting of client and 3rd party team members for a \$17M, multi-phased IT transformation engagement for one of the US's largest banks. Lead all aspects of the OCM workstream including estimating, staffing, budgeting, and overseeing delivery.
- Collaborated with CHRO and other C-Suite stakeholders to assess the overall business and human capital strategies, and to create an aligned leadership vision and strategy for the transformation effort.
- Managed all project human resources, financials, risks, and issues.
- Drove business development for an additional \$3M internal Org. Change Management capability assessment engagement. Efforts included initial positioning, proposal development and winning orals presentations.

Client: Multiple Financial Services Clients

- Leader and key contributor to the Microsoft Financial Services Industry (FSI) Business Applications Business which delivered ~\$103M in overall revenue for FY 2019; exceeding goals by 6%.
- Drove 106% sales attainment in Cloud Based products for FSI, while performing as the SME for the Microsoft Talent Management application on all customer engagements for FY 2019.
- Delivered multiple briefings to customer CHROs, C-Suite Talent Management executives and other HR business decision makers pertaining to key trends in talent management, candidate/employee experience and related technology solutions.
- Developed and delivered briefings and product demonstrations internally to the Microsoft FSI Solutions Sellers and Account Executives to enable them to have compelling conversations with customers around talent management, and candidate/employee experience.

Operational Excellence/Program Management

Client: Foreign Government

- Architected the user adoption strategy of an enterprise-wide collaboration tool including communications strategy, marketing campaign, roll out and post roll out governance structure and post launch user adoption metrics. The launch achieved results of more than two thirds of the company (30,000) signed up as active users on Yammer.
- Led the overall user readiness work stream (OCM), consisting of a blended team of eight, for the implementation of a suite of Microsoft digital communication tools (Office 365, Yammer, Skype for Business, Microsoft Teams).
- Directed the development of hands-on training in both large formal and small informal settings for managers and conducted 1 on 1 training for senior executives, including the CEO.

- Worked with executive level stakeholders to build and guide a program-wide change network to cascade messages throughout the company for each initiative.

Client: *U.S. State Government*

- Directed day-to-day management of the Agency Readiness Team (OCM) consisting of six senior professionals.
- Led the planning and execution of monthly Change Agent Network meetings consisting of approximately 100 mid to senior level participants each.
- Oversaw the planning and development for the execution of a series of *business process workshops* designed to showcase the “to-be” business processes and highlight considerations for agencies to successfully negotiate through the new system launch.
- Supervised the development of a readiness tracking tool which was used to produce a series of readiness assessments that highlighted progress of all in-scope agencies at any given point in time.

Client: *Large U.S. Retail Pharmacy Chain*

- Directed the development, authoring and execution of the overall training approach that defined how 85,000 end-users would be trained to work successfully in the new enterprise-wide systems.
- Partnered with the client Learning and Development executive and the project Functional Team Leads to develop a comprehensive training plan that detailed training needs and established a training curriculum to address those needs.
- Directed onshore and offshore instructional designers to translate training needs into course designs and storyboards for the building of web based, instructor led and webinar training courses.
- Partnered with client Learning and Development Executive Director to gain buy-in across the organization and promote acceptance of the new environment.

Prior Experience

Tata Consultancy Services (TCS) – 2020 to 2023

Recruited as the US Lead for the HiTech Industry Solutions Unit at TCS, an India-based conglomerate. Served as the Head Digital & Enterprise Transformation Business Strategy Consultant for the North American Human Capital Management domain. For multiple global clients, partnered closely with CxOs and human capital leaders to drive innovative solutions to contemporary digital transformation challenges for HR and IT. New client acquisition, deal origination and full P&L accountability.

Accenture LLP – 2011 to 2017

Executive management consultant within Accenture’s *Human Capital Technology Practice* specializing in cloud based human capital management technology system sales and implementation for commercial clients. Worked with global Fortune 500, mid-sized multi-national and US based regional clients on their most challenging technology problems in the HR space. Additionally served as a management consulting executive within Accenture’s *Talent Strategy and Organization* practice helping clients implement complex ERP and systems integration projects designed to optimize strategic business objectives, mitigate risk, and drive sustainability.

IBM Corporation – 2006 to 2008

Led small teams to conduct projects for Fortune 500 companies and Federal Government agencies in the areas of HR strategy, talent management, HR transformation, workforce transformation, HR business process redesign, and organization change management.

Communication Technologies (ComTek) – 2004 to 2006

Reporting to the President and CEO, provided strategic direction and operational support for full life-cycle HR functions for over 1000 employees in 50 states, US Virgin Islands and Puerto Rico.

Booz Allen Hamilton – 2001 to 2004

Developed and led multiple org. change initiatives targeted at improving sourcing and recruiting, general management, training and development and communication, with a focus on diversity as part of the Board of Directors firm-wide Diversity Transformation Initiative.

United States Air Force – 1994 to 1998; Reserves – 1998 to 2001

US Air Force veteran serving as an Air Liaison Officer on Active Duty and as a Public Affairs Officer as a reservist.

Education ● Certification ● Professional Development

- **Graduate Studies, Certificate:** Corporate Governance; Wharton Business School, University of Pennsylvania **2023**
 - **Graduate Studies, Certificate:** Organization Development and Leadership; Carey Business School, Johns Hopkins University **2001**
 - **Undergraduate, Bachelor of Arts:** Communication; University of Tennessee **1996**

 - **Microsoft:** Certified Dynamics 365 Fundamentals **2019**
 - **Microsoft:** Certified Dynamics 365 for Talent **2019**
 - **INSEAD/Microsoft:** Certified Value Negotiation **2018**
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Board and Community Leadership

Greater Greater Washington

Director

Washington, DC
September 2021 to February 2024

Executive Officer responsible for the strategic direction of this Non-Profit organization.

- **Chair:** Executive and Governance Committees

Van Ness Elementary School

Math and Reading Tutor

Washington, DC
September 2023 to Present