

ALISON LUEDERS

Tampa, FL • Tel 813.968.4648 • Email: alueders@verizon.net

Expertise in how knowledge is used to build critical capabilities

Accomplished **KNOWLEDGE MANAGEMENT AND TRAINING EXECUTIVE** specializing in creating the systems and solutions that improve information flow across a global network. Business strategist and tactical leader of enterprise-wide initiatives that build organizational value and result in sustainable and profitable growth. Facilitates information sharing and learning across a global, culturally-diverse internal and external client base through the creation and delivery of cutting-edge sharing solutions. Creative, innovative, and forward-thinking; adept at handling complex knowledge management challenges with thoughtful, clearly-defined strategies. Strong communicator and relationship builder, skilled at quickly gaining and maintaining the trust and respect of C-level executives, staff, strategic partners, and clientele.

KEY QUALIFICATIONS

- Budgeting
- Change Management
- Collaborative Tools
- Communications
- Consulting
- Deployment/Migrations
- International Business
- Needs Assessment
- Policy Development
- Presentations
- Process Improvement
- Professional Writing
- Program Management
- Project Management
- QA/Testing
- Research/Analysis
- Software Development
- Taxonomies
- Team Leadership
- Technical Support
- Technical Writing
- Training/Development
- Virtual Team Leadership
- Web Design

CAREER HIGHLIGHTS

Accenture, St. Petersburg, FL

1997 - 2009

World's largest management consulting, technology services, and outsourcing firm, with 181,000 global employees and \$21B annual revenue.

SENIOR MANAGER/CAPABILITY DEVELOPMENT LEAD) (2007 - 2009) SUPPLY CHAIN MANAGEMENT SERVICE LINE

Promoted to combine exceptional leadership skills and extensive product knowledge to train 2,500 supply chain management consultants in 39 countries on the firm's seven supply chain management (SCM) specialties. Deftly managed the complex processes and interdependencies of the SCM service line, honing knowledge of supply chain planning, procurement, product design, manufacturing, distribution, after-sales service and supply chain strategy to successfully deliver the extensive and challenging training program. Expanded the firm's global reach and customer value by creating and conducting extensive training sessions across a wide variety of avenues, including classroom training for analysts, online training for consultants and managers, and distance learning for senior executives and other SCM leaders. Concurrently managed the supply chain skills inventory. Initiated the global training strategies that ensured optimal sales and delivery of SCM services.

Key highlights

- Recognized a growing global need, and worked with Stanford Business School professors to introduce the first sustainable supply chain module presented in an intensive, five-day training course for analysts.
- Expanded the knowledge and effectiveness of SCM consultants by persuading the Supply Chain Academy to offer brand-new client training courses to the consultants at no charge.
- Orchestrated an internal training program to accompany the launch of a new, \$3M market research initiative to identify high-performing supply chain companies, leading to an increase in SCM service sales during the economic downturn.
- Spearheaded the launch of the new Process Analytics training program across all five service lines (15,000 professionals) in the Management Consulting Group, overcoming internal friction to create and successfully deliver a full communications program with a monthly post-implementation monitoring system.
- Honored with three enterprise-wide *Celebrating Performance* awards for launching activities that added value to the organization by developing and retaining *the right people*.

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SENIOR MANAGER, SUPPLY CHAIN KNOWLEDGE MANAGEMENT (1998 - 2007)

Brought on board as one of the first hires in the newly-formed, global SCM knowledge management group. Quickly synthesized the elements of a knowledge plan to effectively disseminate information on Distribution Operations; through self-directed research and working closely with subject matter experts, cultivated the information needed to provide standardized documents and other deliverables for consultants around the world. Organized a continuously evolving library of more than 1,000 Distribution Operations documents, writing summaries for complex, multiple-paged documents and tagging documents for easy search and retrieval using Lotus Notes databases.

Key highlights

- Quickly established positive strategic partnerships with senior executives, enabling effective communication of the knowledge management program's value for securing future projects.
- Demonstrated a mastery of the Distribution Operations domain that led to the appointment as manager of all cross-supply chain knowledge domains, such as the SCM intellectual property portfolio.
- Successfully transitioned the entire SCM practice, including more than 12,000 records, from Lotus Notes to Microsoft Sharepoint, effectively managing expectations and training to become a prototype for future business unit rollouts.
- Created a 50-question survey for clients on the effectiveness of the knowledge management program, providing robust data for short and long-term strategic planning across the group.
- Expanded the scope of the knowledge management initiative to provide more real-time information, positioning the firm as a valuable resource for global clients with complex and time-sensitive requests.

Andersen Consulting, St. Petersburg, FL

1997 - 1998

Consulting arm of Big Five accounting leader Arthur Andersen; now Accenture.

SENIOR MANAGER, CENTER FOR PROCESS EXCELLENCE

Delivered performance-focused direction to professionals categorized in the Process competency, furthering process engineering skills through the creation and delivery of innovative new educational tools and initiatives.

Key highlights

- Collaborated on the creation of the Process Excellence Handbook, a comprehensive guide to process design that was delivered to 20,000 internal clients.
- Central role in the creation of the firm's Innovation Toolkit, a solution that encouraged clients to think "out of the box" for successful process reengineering.

ADDITIONAL EXPERIENCE

PROJECT ANALYST / CONSULTANT, MANAGEMENT SERVICES, Carolina Power and Light, Raleigh, NC

MANAGING ASSOCIATE, CSC Index, Cambridge, MA

EDUCATION & PROFESSIONAL DEVELOPMENT

MS in Management, Management Information Systems, and Organizational Design

Sloan School of Management, Massachusetts Institute of Technology, Cambridge, MA

BA, Government

Harvard College, Cambridge, MA