

Alicia Dube

Summary

A leader with 20+ years of business and information management experiences focused on the overall customer experience from sales to deployment to life in production. Strong ability to build trust, drive collaboration and establish credibility at all levels of the organization. A problem solver and communications expert able to deliver complex messages quickly and clearly to internal leadership and customer leadership from engagement to resolution. Effectively leads customer service organizations and manages complex customer environments.

Specialties

Professional Services, Strategic Planning, People Management, Executive Relationship Building, P&L Management, Delivery Management, Business Development, Government Consulting, Technology Strategy, Project Management

Certified Workday, PeopleSoft, and PMI Project Management Professional (PMP).

Education

MA, Strategic Communications, American University, Expected completion 2022

BS, Computer Information Systems, Northwestern State University, May 1999

PMP Certification, Project Management Institute, August 2010

Volunteer Work

Cheer Extreme Fairfax – Team Lead (Parent)	2019 – Present
Arlington Soccer Association – Coach, Social Coordinator	2017 – Present
Workday Giving and Doing Champion	2015 – Present
Lost Dog & Cat Rescue Volunteer, Foster Parent	2020 – Present

Experience Summary

Workday Inc, Mclean, VA July 2013 -Present

○ Managing Partner, Federal Government	July 2021- Present
○ Critical Account Director	November 2019 – July 2021
○ Managing Partner	March 2017- October 2019
○ Director, Professional Services	May 2016 – March 2017
○ Senior Manager, Professional Services	May 2015 - May 2016
○ Senior Engagement Management	July 2013 - May 2015

SRA International, Inc. Fairfax, VA November 2005 – May 2013

○ Director, HRIS & HR Operations	October 2011 – May 2013
○ PeopleSoft Practice Manager	November 2009 – September 2011
○ Test Manager and Lead PeopleSoft Analyst	November 2005 – October 2009

Humane Society of Southern Mississippi Gulfport, MS March 2005 - August 2005

- **Community Outreach Manager** March 2005 - August 2005

Science & Engineering Associates New Orleans, LA November 2002 - April 2004

- **Senior PeopleSoft Functional Consultant** November 2002 - April 2004

Lowe's Companies, Inc. North Wilkesboro, NC June 1999 - November 2002

- **HRIS Analyst** April 2000 - November 2002
- **Programmer** June 1999 - April 2000
- **College Intern** May 1998- August 1998

Experience Detail

Workday Inc, Mclean VA July 2013 - Present

- **Managing Partner, Federal Government** (July 2021-Present): Responsible for the success of the first federal customer launch in Workday Federal Cloud. Leading the federal deployment go-to-market strategy to ensure successful implementation of Workday products.
- **Critical Account Director** (November 2019- July 2021): Served as the primary point of contact for customer satisfaction and retention. Served as the liaison for supporting all escalations and managing critical incident support related to the assigned portfolio customers. Developed and maintained executive relationships, coordinated critical care of business technology solutions, and serve as the primary liaison for all critical incident response program management for Workday's top accounts.
- **Managing Partner** (March 2017 – November 2019): Responsible for the overall success of a select portfolio of strategic customers. Participated in the entire lifecycle of the customer from sales, deployment, and life in production. Developed and maintained executive relationships and ensured customer satisfaction. Overall responsibility for the successful deployment of the Workday solution. Ensured maximum value of the existing products, including selling additional services into their portfolio of Workday.
- **Director, Professional Services** (May 2016-March 2017): Managed the delivery portfolio of projects primed by Workday Professional Services, ensuring high customer satisfaction and budget and revenue targets met. Served as the project sponsor on all Workday primed accounts acting as the escalation point for customer executives. Worked closely with multiple service partners within the Workday ecosystem to ensure adherence to the Workday delivery methodology, increasing successful deployments and customer satisfaction with Workday services. Partnered with business development and sales to help prospects/customers understand Workday delivery methodology and deployment approach. Hired, coached, and managed a team of Workday Engagement Managers, ensuring their skill development, career planning, and operational excellence. Drove collaboration with internal and external implementation contributors and partners to optimize efficiencies and outcomes in project delivery.
- **Senior Manager, Professional Services** (May 2015-May 2016): Oversaw the delivery portfolio of projects primed by Workday, including the associated budget and revenue goals. Led the growth and development of a new engagement management team. Hired and coached new regional EMs and assured their ramping and adherence to the Workday deployment methodology.

- **Engagement Management & Delivery Assurance Manager – Large Enterprise** (July 2013 - May 2015): Led large-scale deployments and oversaw partner-led deployments.

SRA International, Inc. Fairfax, VA November 2005 – May 2013

- **Director, HRIS & HR Operations** (October 2011 – May 2013): Responsible for the hiring, coaching, and managing two high-performing teams that provided HR expertise in daily operations, strategic initiatives, and systems support to SRA. Built the business case and led the proposal to receive funding and approval to implement Workday as the company's comprehensive HCM system. Developed the cost-benefit analysis, determined the ROI, and worked closely with HR and finance stakeholders to gain inter-department buy-in and executive team approval. Served as the Solution's Architect for the Workday implementation.
- **PeopleSoft Practice Manager** (November 2009 - October 2011): Oversaw all PeopleSoft projects and ensured the success of implementations. Responsible for \$12M in annual service revenue. Hired, coached, and managed a team of project managers and implementation consultants. Worked with project teams and customer leaders to drive delivery and on-time, on-budget projects. Worked with business capture teams on pursuit strategy and approach. Provided technical solutions for RFP responses and led oral discussions. Built and maintained strong relationships with customers for ongoing customer satisfaction.
- **Test Manager and Lead PeopleSoft Analyst** (March 2005 – October 2009): Responsible for the test and requirement management for the U.S. Coast Guard and Public Health Services projects led by SRA.

Humane Society of Southern Mississippi Gulfport, MS March 2005 - August 2005

- **Community Outreach Manager** – Responsible for developing the volunteer training and recruitment programs for the site relocation and expansion project. Managed a mixed staff of 50 employees and volunteers. Implemented and managed the animal rescue program with local, state, and national animal rescue groups. Educated the public on pet awareness by appearing on regular TV news broadcasts, providing special messages for local newspapers, and coordinating various special events.

Science and Engineering Associates New Orleans, LA November 2002 to April 2004

- **Senior PeopleSoft Functional Consultant** – Led the requirements gathering effort for the U.S. Navy's Seawarrior Project to convert 64 legacy systems into one PeopleSoft 8.0 HRMS system.

Lowe's Companies, Inc. North Wilkesboro, NC June 1999 to November 2002

- **HRIS Analyst** (April 2000 to November 2002): Responsible for the daily operations of the HRIS system. Led and developed the training approach for the PeopleSoft HRMS 8.0 Upgrade. Instructed classroom training for 300 corporate users and conducted training for 1800 field users via web-conferencing and satellite video training.
- **Programmer** (June 1999 to April 2000): Coded applications in MVS COBOL, DB2, SQL, and SQR. Responsible for the integrations between the PeopleSoft HR system and the MSA payroll system.
- **College Intern** (May 1998 to August 1998): Updated MVS COBOL programs to correct the year 2000 formatting and storage issues.