**Lauren Fireman**

NYC Metro Area • (646) 339-7395

laurenfireman@gmail.com • https://www.linkedin.com/in/laurenfireman13

**Career Profile**

Versatile HR leader with 25 years of experience in roles such as Director of HR Operations, HR Shared Services Director, and HR Technology Product Owner. Specializes in implementing and optimizing HR technology to maximize ROI, enhance efficiency, and improve decision-making through real-time data. Expertise includes cross-functional collaboration, data accuracy, and cost-effective strategies driving organizational success.

**Core Competencies**

|  |  |  |
| --- | --- | --- |
| HR Technology Strategy  | Platform Selection  | Project Management  |
| Global Compliance  | Workday HCM Solution Architect  | Agile Methodologies  |
| Auditing  | ServiceNow  | Jira  |
| DevOps  | Data Analysis  | System Security Analysis  |
| Staff Augmentation  | Incident Management  | Cross-Functional Team Leadership  |
| Organizational Structure Optimization  | Training/Train the Trainer | Leadership/Mentorship |

**Certifications**

- HCM Core Certification, Workday

- Compensation Certification, Workday

- Recruiting Certification, Workday

**Professional Experience**

**HROptimize, LLC - Remote**

*Independent Contractor* April 2024 – Present

- Supported the transition between Workday Administrators by maintaining the system and training staff for a Higher Education client.

- Delivered AMS support across HCM, Security, Talent, Advanced Compensation, Benefits, and Reporting.

**TeamUpHR, Inc. – Remote**

*Independent Contractor* June 2024 – May 2025

- Conducted a comprehensive system security analysis for an international trucking company, delivering detailed actionable recommendations.

- Provided staff augmentation for a high-tech shipping company, optimizing Workday configurations for scalability and ROI.

- Revamped the Jira ticketing system for global integration, enhancing HR Shared Services and Operations effectiveness.

- Secured a new client for a boutique firm, facilitating the establishment of a cross-functional team to address diverse project needs for the college.

- Optimized Workday Recruiting functionality by enhancing candidate grid configurations and streamlining candidate management workflows, including identification and resolution of duplicate candidate profiles.

- Collaborated with HR and Talent Acquisition teams to improve user experience and data accuracy within the Workday Recruiting module.

**Apollo Global Management** - New York, NY

*Director, HC Operations* December 2021 – March 2024

- Orchestrated multi-location initiatives, optimizing productivity and ensuring timely project completion.

- Led security and HCM aspects of Apollo's acquisition of Athene, implementing access controls for sensitive compensation data.

- Streamlined Workday incident management practices, reducing open tickets from over 300 to an average of 200.

- Identified a use case and executed a Workday tuition reimbursement solution, enhancing operational efficiency and enabling precise tracking and reporting.

- Collaborated cross-functionally with Recruiting and HCM teams to streamline the candidate-to-employee handoff process within Workday, ensuring data consistency and a seamless transition from hiring to onboarding.

**Avaap/Navigator Management Partners** - Remote

*Workday HCM Solutions Architect* August 2016 – December 2021

- Shaped backend and customer-facing solutions, fostering management alliances and guiding governance.

- Enhanced Workday customer support by implementing a Jira ticketing system, boosting team efficiency by 35-45%.

- Achieved a corporate customer satisfaction rate exceeding 90% through accurate and effective solution delivery.

**MUFG, Americas - New York, NY**

*Director (Former Independent Contractor)* April 2011 – January 2016

- Directed Workday configuration, maintenance, and security across multiple locations, ensuring strategic alignment with objectives.

- Implemented the shared services structure to enhance HR Shared Services communication nationally, when Union Bank was rolled under the parent.

- Successfully managed Workday implementation across 32 countries, achieving 90% global process consistency.

**BlackRock - New York, NY**

*Vice President, Human Resources* December 2006 – February 2011

- Evaluated HR's contribution to organizational effectiveness through assessment, design, implementation, and evaluation of strategic activities.

- Provided direction to senior leadership during changes in organizational processes and culture, recommending resource efficiencies.

- Led large-scale projects, overseeing system implementations, upgrades, and ensuring data integrity throughout the lifecycle.

**UniCredit - New York, NY**

*Deputy HR Director* May 2001 – November 2006

- Attended executive committee meetings and participated in bank-wide strategic planning issues.

- Provided policy direction to senior management in areas including compensation, benefits, and employee relations.

- Oversaw the development of their HRIS system, HRVantage, to support core HCM, benefits and payroll. We rolled out Employee Self Service. A smaller scale system was needed for only ~500 employees. Savings to company were ~ 750,000/year

**SAP - Remote**

*Application Consultant* July 1999 – April 2001

- Delivered application consulting for clients, focusing on HR solutions and systems.

**Education**

University at Albany, SUNY - MBA, Human Resource Information Systems

**Technical Skills**

- Database: Workday, ServiceNow, DevOps, Jira, SmartSheet

- Applications: SAAS, Mobile Development, Website Development, AI

- Processes: Agile Methodologies, Project Management, Test Automation, Test Driven Development

**Voluntary Work**

Pleasantville Fund For Learning - Pleasantville, NY Committee Member, 2023-Present

- Raised ~$20,000 annually through the Annual Dinner Event, managing online auction logistics and documentation.