

Shamanda "Mandi" Joseph, Esq. C.V. Mediator – Houston, Texas

Commercial Director - Finance

Accenture

Samford University, Cumberland School of Law

Houston, Texas Area

Over the course of almost 25 years of professional experience, Mandi has gained extensive knowledge and skills across four key industries: oil and gas; financial services; government; and, healthcare. Her functional expertise spans business and legal roles including Interim CEO for a quasi-governmental agency, General Counsel for a healthcare services firm, Regional Managing Consultant/Attorney for a boutique HR Consulting/Employment Law firm, and Commercial Director for a global management consulting firm. Her past law practice included Employment Law and Public Finance, representing primarily governmental entities in both practice areas. Mandi also served as an appointed public official carrying out the duties of Chief of Staff for an Alabama County Commissioner. In addition, Mandi has worked as a part-time Adjunct Law Professor of Legal Research & Writing and Appellate Advocacy as well as an Adjunct Instructor of Business Law & Ethics. With these diverse and highly accountable business and legal professional experiences, Mandi possesses a unique ability to assess, analyze and balance strategies to optimize profitability with controls to effectively manage risks. She is a licensed attorney in good standing and a Certified Mediator. Mandi's personal interests include reading (history, politics, business strategies, women's interests), traveling, volunteering, and advocating children's and educational causes.

Experience

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Commercial Director - Accenture Leadership

Company Name Accenture

Dates Employed Jun 2013 – Present

Employment Duration 4 yrs 5 mos

Function as the COO and serve on leadership team, acting as the primary point-of-contact for driving end-to-end sales operations process implementation related to all internal/external functions (finance, contract management, HR, Tax, Procurement, Legal, Cyber-Security, etc.);
Manage a commercial support team of 13 resources across 3 continents (North America, South America and India);
Develop strategic and 3-year financial plans related to global oil and gas account and create fact-based

insight for account plan refresh and adjustment needs;
Lead weekly sales, finance, QA and relationship development meetings to assess strategic and financial plan goals;
Manage pipeline and business development reporting, contract management, client relationship planning, and other key end-to-end sales processes from proposal to contracting, forecasting to reporting, invoicing to receivables, etc.;
Collaborate with Sales, Delivery and QA Teams to drive sales, revenue and profitability targets;
Manage oversight of monthly and quarterly forecasting and submit reports of monthly and quarterly actual results;
Analyze contract trends, report risks, and manage issue resolution to manage cost-to-serve and safeguard revenues;
Consult with legal and business unit leadership teams concerning complex contract issues;
Lead contract negotiations for multiple clients;
Provide authoritative guidance on rates, pricing structure, SLAs, IP, confidentiality, warranty obligations and other key contractual terms and conditions;
Steward compliance with client data protection policies and procedures through embedded contract terms;
Develop talent fulfillment forecast, review/approve role descriptions, and steward resource management activities;
Interface with global client account leads on day-to-day sales and business operations goals and objectives.

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Attorney-Mediator

Company Name Joseph Mediation Services

Dates Employed Feb 2013 – Present

Employment Duration 4 yrs 9 mos

Mediation is a proven and effective process for resolving disputes. As an alternative to litigation, mediation offers the parties an opportunity to present their issues in a neutral and confidential forum. For small businesses, mediation can provide substantial cost-savings as an alternative to court-litigated outcomes. In addition to saving costs, small businesses can save significant time with the pre-suit mediation process.

Joseph Mediation Services conducts mediations primarily related to business disputes such as employment/labor, construction, insurance, landlord-tenant and other implied or express contractual issues. We also assist businesses in mediating workplace conflict to mitigate potential legal exposure and drive organizational alignment.

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Manager

Company Name Global Management Consulting Firm

Dates Employed Aug 2011 – May 2013

Employment Duration 1 yr 10 mos

- Effectively lead engagement teams in full-cycle planning and execution of strategic change management and training initiatives related to business process improvement, SAP and other IT-enabled tool implementations, and organizational alignment;
- Facilitate change management workshops to establish the change structure and governance for executive-led, strategic initiatives;
- Collaborate with executives and other senior leadership, SMEs and Project Managers to develop change management and training plans to drive process standardization, definition of clear roles and responsibilities, effective and efficient work execution, and maximum use of SAP and enabling tool capabilities across multiple business units for multiple geographic regions (i.e., Master Data Management, APO);
- Align sponsors/leadership across multiple business units and geographic regions on change strategy;
- Document process, people and system impacts to deliver targeted key messages consistent with corporate policy and domestic and international laws and regulations concerning work impacts;
- Develop and maintain deep industry sector experience;
- Develop risk-driven recommendations for post-implementation governance design and warranty period plans to reinforce new behaviors, drive user adoption of new business capabilities and achieve benefits realization outcomes;
- Establish change measurement plans, develop surveys, report change adoption progress, adjust change management plans, as needed, and report progress including risks and escalation of issues to Tier 1 and Tier 2 client executives;
- Manage Training Team in development of documentation and training material, including desk manuals, job aids and other performance support materials;
- Manage Analysts and Consultants for effective data organization and tools development to maximize client satisfaction;
- Identify expand/up-sale business opportunities (over \$2 million in sales identified and closed in 12 month period).

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Principal Consultant

Company Name Comprehensive Development Strategies

Dates Employed May 2006 – Aug 2011

Employment Duration 5 yrs 4 mos

Comprehensive Development Strategies is a boutique management consulting firm with 3 primary practice areas: Organizational Development, HR Compliance and Change Management.

Our Organizational Development services include providing strategy development and tactical implementation guidance on all aspects of the organizational development process—from organizational design and job analysis to drafting policies and procedures and establishing key metrics for continuous improvement, and everything in between.

As part of our Organizational Development Practice, we provide a highly specialized service to enhance the value proposition of enterprise technology that addresses workforce management solutions (including Time & Attendance Software and software as a service (SaaS) for HR/Payroll solutions). We add value by conducting a proactive compliance requirements analysis to ensure that the technology systems are designed based on sound business logic in order to produce accurate data and compliant outcomes. In addition, we plan and execute early intervention plans related to technology diffusion so that end users are equipped to maximize utilization of the systems.

Our mission is to provide practical, comprehensive and innovative strategies that maximize resources, balance organizational efficiency with organizational effectiveness measures and optimize organizational performance.

At Comprehensive Development Strategies, we give particular attention to compliance as a cost-avoidance strategy by ensuring that risks are being proactively managed and mitigated and that best practices are benchmarked for competitive advantages. Our overall goal is to add value to the clients we serve and the prime contractors we support. We do this by offering targeted and substantive strategies that are performance driven, results-focused and compliance-engineered.

Comprehensive (adj.) - "of large scope, covering or involving much; inclusive". Our name says it all!

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Regional Managing Consultant/Attorney

Company Name Vantage Solutions LLC

Dates Employed 2006 – 2011

Employment Duration 5 yrs

Regional Managing HR Consultant/Labor & Employment Attorney

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Attorney

Company Name MHSO

Dates Employed Jun 2004 – Jan 2006

Employment Duration 1 yr 8 mos

Attorney, Public Finance Practice



Chief of Staff/Appointed Public Official

Company Name Jefferson County Commission

Dates Employed Nov 2002 – Jun 2004

Employment Duration 1 yr 8 mos

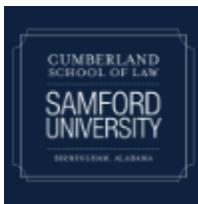
Location Birmingham, Alabama Area

- Established strategic direction to align community & economic development and transportation infrastructure objectives with political strategy, and engaged community stakeholders – internal and external (residential, educational, healthcare, political, and corporate) – for public buy-in, as well as directed media and other external communications;
- Drove execution of 5-year Roads & Transportation, Community & Economic Development, and Workforce Development plans including project prioritization and SLAs;
- Managed employee recruitment to retirement processes including approval of new hires, merit increases and promotions, and serving as payroll administrator, conducting performance appraisals, participating in disciplinary hearings, managing employee relations matters, and review of termination causes, pension eligibility and other benefits to ensure non-discriminatory risk exposure;
- Aligned departmental objectives with overall county business objectives with a particular emphasis on organizational effectiveness and cost-efficiencies;
- Consulted with IT Professionals regarding ERP design and implementation of county-wide financial systems and eGovernment transactions for revenue collections;

- Provided management oversight for over 700 employees;
- Managed internal operating budget of \$350,000 with additional financial oversight of departmental budgets of \$44 million (Roads & Transportation), \$16 million (Community & Economic Development) and \$10 million (Workforce Development);
- Updated departmental policies and procedures and implemented change management plans for departmental execution of increased operational efficiency;
- Prepared and delivered status updates/presentations to various government and community boards on progress of county plans and projects;
- Participated as a board member on various community and quasi-governmental boards with particular emphasis on community and economic development goals.

Education

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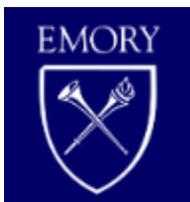
Samford University, Cumberland School of Law

Degree Name J.D.

Field Of Study Law

Dates attended or expected graduation 1999 – 2002

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Emory University

Degree Name Bachelor of Business Administration (B.B.A.)

Field Of Study Business Administration and Management, General

Dates attended or expected graduation 1988 – 1992

