

YOUR HR SSOW AGENDA

Pre-Conference Workshop Day - Monday, June 2, 2025

9:00 am Registration & Networking Breakfast

10:00 am **HR Optimization: Key Themes for Organizational Excellence**
*Kim Davenport, Partner and Director of Corporate Responsibility, **ScottMadden***
*Molly Donofrio, Partner, **ScottMadden***
Hosted by ScottMadden

11:30 am Networking Break

12:00 am **Balance Customer Centricity and Operational Governance in HR Shared Services**
*Kala Wickham - Director of HR Shared Services, **Advocate Health***

1:30 pm Networking Lunch

2:30 pm **Speaking the Same Language: How Process Taxonomy Drives HR Alignment, Lean Operations, and M&A Success**
*Danielle Tutson, Director of Global HR Operations, **Wabtec Corporation***

4:00 pm Breathe Into Presence: Breath Guidance with Dani Mae

5:00 pm Welcome Drinks on Us!

Main Day One - Tuesday, June 3, 2025

8:00 am Registration & Networking Breakfast

9:00 am **Panel: Operating Models | A Match Made in Heaven: The Operating Models that Work**
*Justin Leeman, Vice President, Global HR Operations, **Scotiabank***
*Amy Wang, Head of HR & Payroll Shared Services, Americas, **Mercedes-Benz North America Corporation***

9:30 am Open Discussion Period with Interactive Q&A

9:40 am **Leaping Ahead: How Estée Lauder and Leena AI Are Reimagining HR With Agentic AI**
*Digant Sheth, Vice President – HR Strategic Initiatives, Tech Strategy & Experience, **The Estée Lauder Companies Inc.***
*Dan Bagley, Vice President, Solutions Engineering, **Leena AI***
Sponsored by Leena AI

YOUR HR SSOW AGENDA

10:10 am Open Discussion Period with Interactive Q&A

10:20 am Networking Break

10:45 am **Panel: Service Delivery | Designing a Future-Ready HR Shared Services Delivery Model**
*Tom Sterling Vice President, People Solutions Operations, **Cox Automotive***
*Beth Cord, Vice President, HR Shared Services, **L'Oréal***
*Mercedes Sullivan, Vice President, People Transformation, **McKinley Companies***

11:15 am Open Discussion Period with Interactive Q&A

11:35 am **Talent Management | Tell me What You Want: The Modern HRSS Workforce**
*Michelle Irwin, Head of Media, Marketing, Communications, Culture and Training, **Siemens***

12:05 pm Open Discussion Period with Interactive Q&A

12:15 pm Networking Lunch

1:15 pm **Interactive Discussion Groups (IDGs)**
Join the discussion! Choose two ↓↓

IDG 1

How Will Generative AI and Other New Technologies Affect HRSS Organizations?

*Mercedes Sullivan, Vice President, People Transformation, **McKinley Companies***

IDG 2

Sponsored by: **PROHANCE**

Humanizing Shared Services: Balancing Efficiency, Employee Experience, and Retention

*Khiv Singh - Senior Vice President, **ProHance***

IDG 3

Sponsored by: **THOMAS & COMPANY**

What are the Best Practices for Managing the Hidden Costs of Unemployment?

*Matt Kaufer, Vice President of Sales, **Thomas & Company***

IDG 4

How Does the HRSS of Today Play With Some of the More Progressive HR Operating Models Being Presented?

*Gretchen Nery, Director, Employee Services, **AdventHealth***

YOUR HR SSOW AGENDA

- 2:40 pm Networking Break
-
- 3:10 pm **Service Expansion | Redefine HR Shared Services with a People-First Mindset**
Sponsored by [herronpalmer](#)
-
- 3:40 pm Open Discussion Period with Interactive Q&A
-
- 4:00 pm Wellness Connection
-
- 4:10 pm **Debate: In-House vs. Outsourced**
*AJ Golden, Senior Director, Global Payroll & HRSS, [Edgewell Personal Care](#)
Tom Nesteruk, Senior Vice President HR/Associate Chief People Officer, [Advent Health](#)*
-
- 4:40 pm Open Discussion Period with Interactive Q&A
-
- 5:15 pm Drinks Reception
-
- 7:00 pm Evening Match: HR + Higher Ed Shared Services Tennis Tournament

Main Day Two - Wednesday, June 4, 2025

- 7:00 am Morning Yoga: Move, Stretch, Breathe
-
- 8:00 am Networking Breakfast
-
- 9:10 pm **Competency Development | Build a Culture of Service Excellence from Tier Zero to Tier Two**
*Astrid Whitley, Director of HR Shared Services, [Global Tech-Driven Leader in Defense, Infrastructure, and Cybersecurity](#)
Tiffany Clark, Global Head of People Solutions & Wellbeing, [S&P Global](#)*
-
- 9:50 pm Open Discussion Period with Interactive Q&A
-
- 10:10 am **Change Management | Navigating Transformation: AbbVie's Journey to a Digital-First Employee Experience**
*Marta Boduch, Director of HR Operations and Compliance, [AbbVie](#)
Niki Shah, Associate Director, HR Systems and Content, [AbbVie](#)
John Dudley, Associate Director, HR Digital Strategy and User Experience, [AbbVie](#)*
-
- 10:40 am Open Discussion Period with Interactive Q&A
-
- 11:05 am Networking Brunch

YOUR HR SSOW AGENDA

- 12:05 pm **Continuous Improvement | Metrics that Matter: Customer-Driven KPIs to Elevate Your HRSS**
*Max Dubroff, Manager of HR Shared Services, **Sandia National Laboratories***
-
- 12:35 pm Open Discussion Period with Interactive Q&A
-
- 12:55 pm Wellness Break
-
- 1:05 pm Networking Break
-
- 1:35 pm **HR Hot Take Hustle**
-
- 2:25 pm Closing Recap
-
- 2:40 pm End of Conference



SECURE YOUR SPOT

END-USERS - HR PROFESSIONALS	Standard
GOLD: MAIN CONFERENCE PASS Including: Main Conference + Interactive Discussion Groups + Panel Discussions + Breakfast & Lunch Networking Opportunities + Innovation Hub + Networking Receptions	\$2,999
PLATINUM: ALL ACCESS PASS Including: Workshop Day + Main Conference + Interactive Discussion Groups + Panel Discussions + Breakfast & Lunch Networking Opportunities + Innovation Hub + Networking Receptions	\$3,999
VENDORS & SOLUTION PROVIDERS	Standard
GOLD: MAIN CONFERENCE PASS	\$3,999

BOOK ONLINE

ASK US ABOUT TEAM DISCOUNTS

CONTACT US

Speakers & Program



Kayla DelPizzo
 Conference Producer
kayla.delpizzo@ssonetwork.com

Audience Development



Jarrett Eisenberg
 Director of Audience Development
jarrett.eisenberg@ssonetwork.com

Marketing



Ted Michael Gregory
 Events Marketing Director
ted.gregory@iqpc.com

Customer Service



+1-(800)-882 8684
IQPCNYCustomerService@iqpc.com