



RedFish CONSULTING

Dary Sepah, MS
Senior Consultant, RedFish Consulting, LLC
www.redfishconsulting.com

With over 25 years experience as a results-oriented Technology and Operations Executive, Dary Sepah has a strong record of success in Project Implementation and Business Transformation for large, global organizations. He has developed and implemented many large-scale HR, Financial and Call Center applications, utilizing Project Development Life Cycle methodology (PDLC) and has been recognized for consistent project delivery within budget, on time and of the highest quality. He is also skilled at vendor management, from best-of-breed selection through RFP, contract negotiation, deployment and ongoing support. Dary is known for thinking “out of the box” to develop and deliver innovative technology and business solutions that contribute multimillion-dollar enhancements to the corporate bottom-line and improve customer and client satisfaction.

Prior to joining RedFish Consulting, Dary was the Director of Global PMO-Product Development & Delivery at Experian in The Netherlands, an Executive Director of HR at Kaiser Permanente Foundation Health Plan and Hospital, a Senior Vice President of Bank of America. Dary received his MS in Industrial and Systems Engineering and is Six Sigma certified. Dary has taught Production and Operations Management courses at San Francisco State University School of Business, Undergraduate and MBA Programs from 1981 through 2008. For more details, email him at dary@redfishconsulting.com or call 415-256-2444.

Selected Engagements

- Identified and implemented programs to move toward globalization and standardization across 40+ countries.
- Directed management of all HR Technology portfolios of business and operational applications across Kaiser Permanente’s nine regions and developed and implemented the HR System Strategy.
- Led business transformation and change management efforts, utilizing best practice technologies and processes.
- Managed the design and implementation of the employee Web Portal; conversion of legacy HRIS systems to Oracle (PS) ERP; rollout of Performance and Compensation systems; upgrading the E-Learning system and its migration to the hosted environment; building HR Data Mart in support of matrix and dashboards.
- Led major re-engineering and business transformation efforts for HR and call center environments at Bank of America.
- Led change management efforts including organizational design, process and system development (IVR, CTI, Web, Knowledge Management), business outsourcing, and alliance management.
- Established vision and strategy for next generation of contact centers (8000+ agents) focusing on customer experience and overall business impact.