



GEORGE HENDERSON

Transformation Leader delivering exceptional value through strategy execution, operational improvements and purpose-driven engagement of talent.

CONTACT

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Denver Metro

EDUCATION

Executive MBA

Tulane University, New Orleans, LA

Undergrad in Business Admin

LSU, Shreveport, LA

LSS Master Black Belt

Villanova University

Balanced Scorecard Certified

Harvard / Palladium

EXPERTISE

EBITDA Improvement

Cost Transformation

Operational Excellence

Achieving Value on IT Investments

Org. Transformation & Change Mgmt.

Leadership & Talent Development

SUMMARY OF EXPERIENCE

With over 25 years of consulting and advisory expertise, George has successfully delivered 35+ transformative projects globally for mid-size to Fortune 500 companies. Beyond his corporate achievements, George is a former national rugby coach and exceptional team builder. His career encompasses roles in boutique firms and the esteemed "Big Four," where he steered project delivery and orchestrated Learning and Development for the Global Business Services Market Offering. George's impact extended to training 2000+ practitioners in 25+ countries on leading practices in Enterprise Services Transformation.

ACHIEVING VALUE THROUGH ENGAGEMENT

\$15M EBITDA ENHANCEMENT AND 25% REVENUE GROWTH TOP-4 CPG MANUFACTURER IN INDUSTRY CATEGORY

Based on customer profitability analysis, identified 12% of customers responsible for 88% of margins, and that 47% of customers were unprofitable. Revised pricing and service model to achieve a \$15M increase in EBITDA within the initial six months. Reorganized 1,300-person sales and marketing division to reduce staff turnover by 50% and achieve 25% growth in 2 years.

\$100M IN SAVINGS THROUGH SHARED SERVICES OPTIMIZATION FORTUNE 500 GLOBAL RETAILER

Orchestrated assessment of financial shared services center of existing processes, financial systems, operating and service delivery model, cost allocation, and personnel dynamics, enabled by Activity-Based Costing data analytics and performance reporting. Established change governance and continuous improvement teams, leading to doubling and tripling of output over the next five years. Successfully downsized to 2/3 of the original staffing without layoffs, yielding over \$100M in performance improvements and increased customer satisfaction. Presented by client as a case study at a Harvard-sponsored conference, receiving a standing ovation from 800 shared services executives.

\$35M SAVINGS AND 15% PREMIUM REDUCTION THROUGH ANALYTICS FORTUNE 500 COMPANY CAPTIVE CLAIMS ADMINISTRATOR

Optimized business processes and reorganized the operating model and management structure of a captive 3rd party claims administrator for a Fortune 500 company. Pioneered predictive analytics to identify 5% of Workers' Comp claims causing 75% of losses. Reduced losses by \$35M, reserves by \$100M, and healthcare premiums by 15% in Year One.

\$60M SAVINGS THROUGH CENTRALIZING FINANCIAL SERVICES FORTUNE 500 COMPANY FINANCE AND ACCOUNTING

Provided consulting and operational support to new CFO to inform centralization of finance and accounting functions, reducing headcount from 500 to 350 while streamlining, automating, and centralizing processes, resulting in \$60M in savings over three years.