

RMCP® Spotlight



Name, Job Title, Company

Sarah Maynard
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Infor

What is one of your favorite hobbies?

When I am not working or tending to my family (my husband, 2 children, and 2 dogs), I love the sport of tennis. Tennis is not something I have played my whole life but picked up a little more than 10 years ago. I love the strategy of the game and true competitive nature of the sport. Tennis has been a great outlet for me after I have had a long work week and just need some time for myself.

Why did you choose to work in resource management?

I have had the opportunity for the better part of my career to work in the professional services industry. My background has been in the Human Resources field, which evolved over time into a specialized focus in Resource Management. Resource Management provides the opportunity to work in a people focused environment while also affecting the bottom line. The ability to contribute to the growth and development of resources can be very rewarding while also contributing to the success of key solutions for customers ultimately driving revenue growth and profitability for a services organization.

What characteristics do you think make a good resource manager?

There are several skills needed to make a good resource manager. Strong relationship building and interpersonal skills, conflict management skills, agility, attention to detail, patience, and the ability to juggle multiple competing priorities while also seeing the big picture are all key attributes in a successful resource manager.

What has been your biggest resource management challenge to date; and if you have overcome it, how?

My biggest resource management challenge to date is the business transformation at Infor from a non-centralized staffing process to a centralized staffing process. When I joined Infor, the staffing of resources was handled at the practice management level, with no consistency, and with no global visibility. The idea of a centralized staffing process was just being developed and our team was just being built, with the majority being hired from the outside.

I was initially hired as one of the leads for the Americas region and was tasked with aiding in the roll-out of a Global Resource Management Office. The first 18 months proved to be quite challenging as we were met with much resistance from an organization who was so used to operating in their individual practices. Whereas we have made great strides in our transformation, we still continue to have

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challenges as our business is continually evolving and changing. The RMO at Infor is becoming a true business partner with our leadership where we are working together to achieve key business metrics ultimately leading to the success of both our customers and our employees.

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