

Paulette Woolf
Principal Advisor

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Paulette Woolf is a business transformation professional with a successful track record of over 35 years in implementing solutions for global organizations. As such she has a clear picture of the challenges that arise when operating in a complex, diverse environment. She has an insightful, working knowledge of process re-engineering, governance, audit, team management and leadership which she has leveraged to deliver operational efficiencies, and risk mitigated, cost effective services to clients.

Her skills and experience include:

- Extensive experience in business transformation. She established and managed a global internal management consulting function at the United Nations. Her clients were comprised of line and operational managers within 18 Secretariat departments, 18 peacekeeping missions, 5 regional commissions, and 4 headquarters duty stations (New York, Geneva, Vienna, Nairobi).
- Ms. Woolf was Change Management Lead for the UN's enterprise-wide implementation of its \$385mm ERP system for 40,000 staff in over 70 locations. She co-directed the design and delivery of the business transformation strategy, aligned with the project management framework, targeted to deliver process re-engineering, culture change, team building, outreach, communication and training. ROI targeted between \$140mm and \$220mm. She delivered a Service Delivery Model for a streamlined, optimized lifecycle delivery flow of goods and services.
- She successfully introduced management audit at the UN: directed the management audit function within the organization's Department of Oversight, coordinating with external auditors and reporting results to the Secretary-General as well as the General Assembly.
- Re-engineered and automated NYC government procurement processes (\$8 billion annual procurement budget)
- Ms. Woolf established and directed NYC Mayor's Office of Contract Audit, responsible for auditing all procurement by 42 NYC Mayoral agencies. Reported to First Deputy Mayor and NYC Procurement Board.

Ms. Woolf has held Executive Board positions in the GAO's Intergovernmental Audit Forum and the Association of Internal Management Consultants. She is a Prosci certified change manager and holds a Master's Degree in Public Administration from NYU's Wagner Graduate School of Public Service.

Ms. Woolf is a frequent lecturer in the areas of change management, audit, consulting, and performance measurement.