



Management Backgrounder

Mark Stelzner, Founder and Managing Principal

Mark is the Founder and Managing Principal of IA, applying over twenty years of experience in the implementation of internal and external HR transformational initiatives for public and private sector clientele worldwide. Over his career, Mark has brought over \$3.5 billion worth of value to his clients and employers.

Prior to IA, Mark co-founded and served as Executive Vice President of Marketing and Business Development for EquaTerra Public Sector, a leading sourcing advisory and consulting firm. Previously, Mark was Senior Director of Global Alliances and Channel Management for Convergys Employee Care. Mark's prior experience includes Business Development Director positions at Workscape and Workstream (formerly Kadiri), as well as advising to organizations such as WebMD and Biogen Idec. Mark also successfully co-founded a workforce effectiveness firm, whose platform was applied to Department of Energy labs, Federal contractors and strategic Department of Defense assets.

A highly sought after voice in the industry, Mark has been featured by the Wall Street Journal, the New York Times, Forbes, CNN and NPR. Mark is a graduate of the University of Texas at Austin and resides in San Francisco, CA.



Chris Connolly, Managing Principal

Chris is a Managing Principal of IA, bringing over twenty-five years of hands-on experience across all facets of HR transformation. Throughout his career, Chris has assisted internal and external clients with projects involving HR strategy, service delivery, technology, talent management, business case development, outsourcing and change management.

Prior to IA, Chris held leadership and front line roles in technology, professional development and HR outsourcing for firms including NorthgateArinso, Convergys, Hewlett Packard, Pearson, The Forum and Unisys. Chris' focus on improving results through systematic process development and improvement, exceptional resource management, technology alignment and proven motivational concepts has resulted in a sustained record of delivering bottom-line results and improving customer satisfaction.

Chris is active in his community, serving as Trustee for Loudoun Country Day School, a past Board Chairman of a local non-profit and has led various committees for the United Way of the National Capital Area. Chris holds a B.S. in Physics from Fairfield University and resides in the Washington, DC area.





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Ronnie Bushnell, Managing Principal

Ronnie is a Managing Principal of IA, who, over the most recent fifteen years, has led complex human resources implementations, created innovative HR applications and has been involved in strategic business process transformations that have translated to both tactical and strategic benefits for his clients.

Ronnie's experience and expertise in HR processes, project management and operations, product management, innovation and development, technology and consulting is an invaluable asset as IA continues to grow and serve clients across all industries. Prior to joining IA, Ronnie was SVP of Product Management for Xerox (formerly ACS) focusing primarily on benefits administration outsourcing and in 2005 he co-founded ExcellerateHRO, an HP company, where he focused on designing, developing and implementing HR outsourcing products and services. Ronnie has spent his career tackling some of the most complex organizational and operational challenges facing human resources service providers.

Ronnie is Texas native and holds a Bachelor of Science in Mechanical Engineering from the University of Texas at Arlington. He currently lives in Flower Mound, Texas with his wife, four kids and a menagerie of pets.



Kimberly Carroll, Principal

Kimberly is a Principal with IA, bringing over fifteen years of experience in finance, accounting, HR business analysis, HR/payroll operations and product management for complex multi-national entities.

Prior to IA, Kimberly spent thirteen years supporting a variety of programs for the 40,000+ employees of Fidelity Investments worldwide. Whether as the Program Director for Fidelity's Benefit Plan Services, the Director of Product Management for HR Access or the Senior Quality Control Manager for all HR and Payroll Operations, Kimberly applied her domain expertise in human resources, payroll, health and welfare, talent management and data enterprise services to achieve timely and successful outcomes on behalf of her internal and external clientele.

Kimberly is a proven expert in process improvement, having served as a Kaizen subject matter expert in projects that resulted in a significant reduction in processing errors while improving productivity and customer satisfaction across payroll, health and welfare, defined contribution and stock plan services.

Kimberly is a graduate of Florida State University and resides in Bedford, NH.





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Holly Flinn, Principal

Holly is Principal with IA, bringing nearly twenty years of experience in benefits, qualified and non-qualified retirements plans, domestic and international relocation, leave of absence administration and change management.

Prior to IA, Holly governed all aspects of benefits for Bob Evans Farms, Inc. (BEF), a \$1.4 billion company with over 30,000 employees. While at BEF, Holly was responsible for a complete redesign of the health and welfare programs, outsourcing of benefits administration, ACA modeling and compliance, and joining a private exchange. She also participated on a Private Exchange Advisory Committee, spoke at the 2014 NGBH Conference and was a key contributor to the Tobacco Free Workplace and Workforce Transformation initiatives at BEF.

Prior to BEF, Holly was the Benefits Director at DHL Exel Supply Chain, a \$4.5 billion contract logistics provider in the Americas with 40,000 associates across the US, Canada and Latin America. Holly began her career as a pension consultant and actuary, working for a regional consulting firm and Aon Hewitt.

Holly is a graduate of The Ohio State University and resides in Columbus, OH.



About IA

Since founding the firm in 2006, IA has supported many of the most complex human resource decisions in the world. Whether a startup with 50 employees or a global enterprise of 500,000, IA offers unbiased and candid advice to help guide employers through HR service delivery strategy and rationalization, business case creation, rapid HR vendor selection and full life-cycle execution. Our hundreds of clients represent nearly all geographies and vertical market segments.

Headquarters

2010 Pacific Avenue, Suite 6
San Francisco, CA 94109

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