



HILARY ELIZABETH WINIARZ

EXPERIENCE

Product Area Manager | Accenture CIO Organization *Corporate Functions & Generative AI*

2023 - Present

- Directed product management activities for multiple product area tools, including a Project Management suite of software, and a large Generative AI product intended for the Accenture development community.
- Managed requirements, operations, billing, licensing, metrics, training, and certification activities to achieve the highest operational effectiveness for the project management and generative AI products in my portfolio.
- Liaison between product vendors and internal user community teams.

Change Management Lead | Accenture Technology *Information Security Technology & Operations, Corporate Functions - Chicago*

2021-2023

- Directed change management activities for Accenture internal Information Security projects.
- Developed and managed end-to-end change & communications analysis, strategy, and delivery for Information Security projects and programs, including Container Security Scanning, Software as a Service (SaaS) Security Posture Mgmt., and Multi-Factor Authentication projects.
- Achieved higher security levels through reach to hundreds of thousands of users via firmwide web presence, customer communications, and project operations interactions, all built out from the ground up.

Program Facilitator | Accenture Inclusion & Diversity *Culture First, PRIDE Employee Resource Group*

2020-Present

- Contributed to Culture First Program core team strategy, and was responsible for collaboration and administrative management of the Culture First program.
- Facilitated the delivery of the Culture First Program to teams across Accenture.
- Participated as part of the LGBTQ+ PRIDE Employee Resource Group, including +1 program development and delivery.
- Increased Accenture's I&D awareness strategic inclusivity through participation and allied leadership of our ongoing programs

Communications & Social Media Consultant | Freelance *Los Angeles, Chicago*

2015-Present

- Collaborated with in-house staff at the Tournament of Roses to develop copy for the 2022 and 2023 Rose Parade official souvenir programs, for which the 2023 Program was awarded the International Festivals & Events Association Best Event Program
- Developed communications strategies and social media content for the Emmy award-winning series, "The Bay."
- Planned and executed grassroots fundraising event for CASA of Lake County, including participant outreach, program strategy, planning, and execution.
- Served as the Managing Editor of "The Explorer" newsletter for local Chicago philanthropic 501(c)(7) organization.

Content Manager | Accenture Technology *Technology Support, CIO Organization - Chicago*

2010-2021

- Achieved hundreds of thousands of dollars in savings by redirecting millions of customer interactions from high-cost support channels to high-quality, low-cost support channels.
- Strategized, developed, managed, and was responsible for all customer-facing Technology Support website self-help and technical development content.
- Strategized and developed the global helpdesk agent knowledge repository. This major implementation included analysis, strategy, content development, and customer management. Built from the ground up, this project meant intensive journey management from legacy repositories, process and procedure change management, and behavior management for agent process and delivery.
- Affected firmwide behavioral change and end-user technical knowledge by architecting the creative direction and written content of the monthly Technology Support blog.
- Managed a team of seven content developers through the content creation and delivery lifecycle, including customer and relationship management with the development team.

PROFESSIONAL SUMMARY

Experienced communications strategist, skilled in content creation, change management, product management, and organizational process development & implementation. A strong leader with an extensive background in technical writing, creating writing, and project management. Passionate about empathetic change management, legacy journey management, high operational effectiveness, and diversity & inclusion initiatives.

CONTACT



[Redacted]



[Redacted]



[Redacted]

EXPERTISE

Communications Strategy
Change Management
Writing
Content Management
Production & Distribution
Diversity & Inclusion
Organizational Strategy
Process Design & Improvement
Video Production

EDUCATION

Illinois State University
B.A. Mass Communications/
Media Studies
May 1992



HILARY ELIZABETH WINIARZ

EXPERIENCE, CONTINUED

Project Management Consultant | Accenture Technology Messaging & Collaboration | Chicago

2004 - 2010

- Liaison between Messaging & Collaboration product strategy and development teams.
- Provided Delivery Lead with functional support through documented requirements, metrics, and test results.
- Built out operationally effective Messaging & Collaboration tool strategies firmwide.

Information Security Awareness Specialist | Accenture CIO Organization Information Security Team | Chicago

1999 - 2004

- Architected and delivered information security secure behaviors and awareness program.
- Managed the secure presence of non-Accenture personnel, including clients and contractors, via the Non-Accenture Access program. This included crafting, managing, and maintaining non-disclosure agreements and the disposition of these individuals within hundreds of projects globally.
- Contributed to the development of firmwide security policies, including the update and sunset of existing policies, and the creation of new policies from the ground up.
- Protected Accenture's reputation and assets, as well as those of their clients, by conducting Human Resources-driven investigations of security incidents reported to the Accenture Security Operations Center.

Information Security & Operations Analyst | Accenture Consulting Practice Operations Engineering Team - Chicago, New York, Dallas

1994 - 1999

- Contributed as an Operations and Security analyst on consulting engagements, including large financial institutions, marketing and communications companies, and Accenture internal risk management.
- Developed and maintained creative and technical written content for the Operations Engineering team, including newsletters, internal engagement resumes, and RFP responses.

Local Political Affairs Reporter | Journal & Topics Newspapers Chicago Area

1993 - 1996

- Produced news stories on local political affairs in the north and northwest Chicago suburbs.
- Reported all current events for the Arlington Heights Village Board, the Des Plaines District 63 School Board, and multiple civic and political hard news and human-interest stories for the entire northwest suburban Chicago area.

Producer and Reporter | WHOI ABC Channel 19 Peoria, Illinois

1992

- Prepared television newscasts for afternoon and evening programs.
- Reported on, wrote, and produced television news packages for afternoon and evening newscasts.

WIHN Commercial Radio | Disc Jockey Radio Announcer On-Air Talent - Bloomington, Illinois

1991 - 1992

- Informed and entertained listeners as on-air radio talent in all time slots for this commercial radio station in both the Adult Contemporary and Oldies formats.
- Performed the sole production and operation of the audio console while on air.
- Created advertising, promotions, news segments, entertainment segments, and bumpers for on-air content both live and for future playback.

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