



AEM CONSULTING

Amy McFadzean, PMP

Professional Services Operations & Transformation Leader | PSA Implementation & Optimization

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EXECUTIVE SUMMARY

PMP-certified professional services leader with 20+ years transforming how services organizations run, from delivery operations and process design to the PSA systems that power them. Deep, hands-on expertise in resource management, revenue recognition, billing automation, and financial visibility, built through 100+ end-to-end **SuiteProjects Pro (OpenAir)** implementations integrated with NetSuite ERP. Known for translating messy, real-world operations into systems and processes that leaders can run on, and trusted by executive stakeholders to rescue failing implementations, stabilize delivery, and produce measurable business outcomes.

CORE STRENGTHS

Operations & Process Transformation • PSA Implementation & Optimization • ERP Integration • Revenue Recognition (T&M & Fixed Fee) • Resource Forecasting & Utilization • Billing & Invoicing Automation • Executive Reporting • AI-Assisted Automation & Scripting • PSA Governance & Controls • Post-Go-Live Optimization

CONSULTING HIGHLIGHTS

- **Enterprise PSA Implementations:** Led 100+ end-to-end implementations, from requirements discovery through go-live, partnering with executive stakeholders to ensure strategic alignment and measurable ROI.
- **Trusted Advisor to Senior Leadership:** Partnered with CFOs, VPs of Professional Services, and Finance leaders to design systems that improved forecasting, revenue recognition, and resource management.
- **Process & Operations Design:** Mapped and rebuilt delivery operations across services organizations, standardizing processes, consolidating roles, and improving reporting accuracy well beyond any single platform.
- **AI-Assisted Delivery:** Uses AI coding tools (Claude Code, OpenAI Codex) to rapidly build client scripts and automations, accelerating delivery beyond the pace of traditional consulting.
- **Integration & Data Migration:** Delivered complex ERP-to-PSA integrations and platform migrations for revenue-generating organizations, minimizing cutover risk and protecting billing continuity.
- **Optimization & Post-Go-Live Value:** Conducted post-go-live assessments that uncovered adoption gaps and delivered tailored improvements, driving utilization and reducing administrative overhead.
- **Practice & Team Leadership:** As Managing Director, coached and developed a team of senior consultants, scaled delivery methods, and oversaw a portfolio of client projects, contributing to practice growth and retention.

WORK EXPERIENCE

Consulting Technical Manager **Oracle**

2022 – Present

- Led 30+ ERP-integrated PSA implementations for mid-market and enterprise services organizations, supporting multi-million-dollar portfolios.
- Designed PSA architectures that reduced billing cycle time, improved utilization visibility, and enabled CFO-grade forecasting across delivery teams.

Senior Business Consultant & Managing Director **Top Step Consulting**

2015 – 2022

- Oversaw 25+ PSA implementations and optimizations, leading a team of 5 senior consultants and project managers across ~20 active projects.
- Delivered measurable client outcomes: faster project delivery, improved forecasting accuracy, higher resource utilization, and reduced billing cycle times.

- Built and led a 5-person consulting practice delivering ~20 concurrent client implementations, supporting seven-figure annual services revenue.

Director, Project Management Office **CoCentrix**

2014 – 2015

- Designed, launched, and scaled a new PMO within one year, implementing standards for risk, change, and project governance in a rapidly growing organization.
- Oversaw \$4M in active professional services delivery, ensuring projects were forecastable, billable, and aligned with revenue targets.

Project Manager **NetSmart (formerly HealthMEDX)**

2012 – 2014

- Managed the full post-sales lifecycle for strategic clients: deployment, installation, SOW creation, budget management, schedule planning, and risk mitigation.
- Delivered over \$3M in solutions annually, consistently meeting client objectives and timelines.

CERTIFICATIONS & EDUCATION

Project Management Professional (PMP) • Project Management Institute • PMP #1550358

Master of Social Work (MSW) • Wayne State University

Bachelor of Social Work (BSW) • Indiana University