

Steve Shane

Steve Shane has over 40 years' experience advising senior executives on organizational transformation and complex program delivery at the enterprise and divisional levels. Tapping detailed, direct knowledge of operations and technology, Steve takes a pragmatic approach to change, especially the human dynamics often overlooked in technical settings. He has extensive experience advising top executives on management challenges in the Financial Services industry and the Government sector.

Sample projects include:

- For a leading US bank with an aggressive growth strategy, partnered with executive leader to develop a standardized, repeatable approach to acquisitions. The resulting “model bank” framework guided all transactions for a period of 10 years, including a series of acquisitions that quadrupled the size of the bank and accelerated share price growth, outperforming competitors and broader market indices
- With the COO of the US Department of Education, overhauled the national student loan program to incorporate long-overdue commercial practices and infrastructure. Partnered to develop a new operating model, define the needed process changes, set a complex change sequence and timeline, and design a reliable method to measure progress on all program components. He personally led teams executing all major business process and technology changes - from mainframes and middleware to the web-based customer interface. This effort doubled volumes and reduced unit cost by 50 percent, while holding the administrative budget flat and increasing customer satisfaction scores by 100 percent
- Led the highly successful IRS program to simplify and automate the US income tax web experience serving 50 million citizens. Over four years, Steve worked closely with client leaders to design and implement major process and infrastructure changes. Steve personally led the many teams automating the intake of paper documents, upgrading voice recognition systems, and shifting internal and customer activities to online applications. Once all changes were implemented, web-supported customer interactions had increased from 10% to 75%. Moreover, planned budget increases were avoided, negatively trending customer satisfaction scores were reversed and the accuracy of the system was immensely improved
- For a major lending institution, implemented a suite of emerging technologies ahead of competitors to dramatically improve processing performance. Due to incomplete supplier solutions and immature industry infrastructure, adopted optimal mixture of standard and custom software alternatives. Multi-year, highly-technical program reduced processing elapsed times by 50 percent and cut processing costs by 30 percent
- As part of his board experiences over the last 15 years, participated in or led efforts to replace four CEO's, including two founders at private companies. In all cases, the transition was not disruptive and helped accelerate the next phase of each company. Additionally, as a board member for a public traded company, chairs the HRCC.

Before joining LH&P, Steve served as Accenture's Managing Director, North America Public Sector, responsible for a \$2B in annual revenue and 10,000 personnel. Steve holds a BS Degree in Mathematics from Westminster College and an MBA from Southern Methodist University in Economics and Organizational Behavior.