



Linh Fitzgerald

Workday Product Operations Manager

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SUMMARY

Workday product and **HR** technology leader with 12 years of **enterprise HRIS** experience, including more than seven years directing platform operations, product roadmaps, and multidisciplinary teams. Leads Workday HCM Core, Security, EIB, Studio, APIs, Core Connectors, Advanced Reporting, data conversion, release management, SIT, UAT, and SaaS change governance. Translates HR, payroll, finance, audit, and timekeeping priorities into scalable capabilities with strong data quality, privacy, **segregation of duties**, and operational reliability. Guides analysts and technical specialists, manages vendors, prioritizes backlogs, and supports HRIS modernization through Agile product practices. Public sector and regulated enterprise experience supports clear governance, functional architecture, release readiness, training, adoption, and **cross functional decisions** that improve employee and manager experiences.

EXPERIENCE

Director, Workday Product Operations

Summit Public Technology Authority 📅 January 2022 to Present 📍 Denver, Colorado

Directs Workday HCM product vision, governance, roadmap, and operational performance for a 14,000 employee public service organization. Leads analysts, technical specialists, vendors, release readiness, security, integrations, reporting, testing, data governance, and executive decisions.

- Owned **Workday HCM** roadmap and governance for a 14,000 employee public service organization.
- Directed EIB, Studio, APIs, **Core Connectors**, and reporting specifications through **functional architecture** reviews.
- Led SIT, UAT, defect triage, approvals, and production readiness for quarterly initiatives.
- Established security reviews covering **access controls**, privacy, segregation of duties, and **audit readiness**.
- Converted HR, payroll, finance, and **timekeeping** needs into prioritized backlog decisions.
- Mentored analysts and technical specialists through workload planning, goals, feedback, and career support.

Senior Manager, HRIS Product Management

FrontRange Health Services 📅 May 2019 to December 2021 📍 Aurora, Colorado

Managed multi site Workday product operations across HR, payroll, timekeeping, reporting, security, and integrations. Balanced Agile delivery, vendor coordination, release impact analysis, service requests, adoption planning, and operational improvements for a complex healthcare enterprise.

- Managed Workday product operations across HR, **payroll**, timekeeping, security, and **integrations**.
- Prioritized Agile backlogs after translating stakeholder needs into testable acceptance criteria.
- Directed EIB, Studio, APIs, and reporting changes through release **impact analysis**.
- Led UAT, defect resolution, risk review, and production approvals for platform enhancements.
- Coordinated vendors, consultants, HR leaders, Finance, and IT Security on competing **priorities**.
- Created training plans, **job aids**, and **support models** that improved adoption across sites.

Workday Product Manager

Mountain West University System 📅 August 2017 to April 2019 📍 Boulder, Colorado

Owned Workday HCM backlog, roadmap, self service, and reporting services for a university system. Guided configuration, security, vendor case management, testing, release preparation, and stakeholder decisions across distributed administrative teams.

- Owned **Workday HCM** backlog, roadmap, self service, and **reporting** priorities for university operations.
- Evaluated **configuration** options and vendor features against stakeholder needs and delivery constraints.
- Applied HCM Core and **Security** decisions through documented functional design reviews.
- Managed SIT, UAT, **test scripts**, **defects**, approvals, and release readiness activities.

STRENGTHS

- 🔗 **Product Ownership**
Turned competing HR and payroll needs into clear roadmaps, priorities, and decisions. Stakeholders gained confidence in delivery.
- 📅 **Release Leadership**
Built practical readiness routines for testing, impact review, training, and approvals. Teams knew what changed and why.
- ♥ **Security Governance**
Connected access reviews with privacy, segregation of duties, and audit evidence. Partners valued clear, risk aware decisions.
- 📊 **Data Quality**
Used mapping, cleanup, validation, and reconciliation during conversion work. Reliable data became a shared team expectation.
- 👥 **Team Development**
Mentored analysts through workload planning, feedback, and career conversations. Peers often brought difficult platform questions.

SKILLS

Workday HCM Core

Workday Security EIB Studio

APIs Core Connectors

Advanced Reporting

Product Ownership Roadmaps

Backlogs HRIS Modernization

Payroll Timekeeping

Data Conversion

Release Management

LANGUAGES

English Native

Spanish Intermediate

MY CAREER

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MONTHS

- Resolved competing priorities with HR, Finance, IT, vendors, and departmental leaders.
- Improved support consistency through service request workflows, documentation, and stakeholder training.

Senior HRIS Analyst

ClearPath Energy Cooperative 📅 June 2015 to July 2017 📍 Fort Collins, Colorado

Configured Workday HCM processes, security, reporting, and recurring HR operations for a regulated energy cooperative. Supported **data conversion**, EIB transactions, reconciliation, regression testing, UAT, and release preparation while advising business partners on practical solutions.

- Configured **Workday HCM** processes, security, reports, and recurring employee lifecycle transactions.
- Built **EIB** files and Advanced Reports for operational data delivery and reconciliation.
- Performed regression testing and **UAT** for **configuration** and integration changes.
- Validated converted data through mapping, cleanup, reconciliation, and documented issue resolution.
- Supported **audit readiness** through access reviews, evidence collection, and process documentation.
- Partnered with HR and payroll users to clarify requirements and improve service workflows.

HRIS Analyst

Prairie Ridge Services 📅 June 2014 to May 2015 📍 Colorado Springs, Colorado

Maintained **enterprise HRIS** data, security, reports, and employee lifecycle transactions. Supported requirements, functional specifications, test scripts, reconciliation, service requests, and documentation for reliable HR operations and user support.

- Maintained HRIS data, security, reports, and employee lifecycle transactions for HR operations.
- Prepared requirements, functional specifications, **test scripts**, and support documentation.
- Reconciled employee data and investigated transaction issues before **payroll** processing.
- Supported UAT and regression testing for recurring HRIS changes and fixes.
- Resolved service requests with clear documentation and timely stakeholder communication.
- Helped standardize operational workflows through repeatable validation and issue tracking.

PROJECTS

Workday Release Governance 📅 2024

Created a repeatable release readiness approach covering feature evaluation, impact analysis, testing, security review, training, communications, and production approval.

HRIS Data Conversion Program 📅 2021

Led mapping, transformation, cleanup, validation, and reconciliation activities that improved confidence in enterprise HR, payroll, and timekeeping data.

Workday Reporting Modernization 📅 2019

Reorganized Advanced Reporting and dashboard priorities around manager self service, audit needs, operational visibility, and clearer business decisions.

LEADERSHIP & AWARDS

- Workday Pro HCM Core recognition, 2024
- Workday Pro Reporting recognition, 2023
- Cross functional HR technology leadership recognition, 2022

EDUCATION

Bachelor of Science in Business Information Systems

Colorado State University 🎓 GPA: 3.5 📅 2014 📍 Fort Collins, Colorado

Coursework: *Information systems, business analysis, database management, project management*

CERTIFICATIONS

- Workday Pro HCM Core 📅 2024
- Workday Pro Reporting 📅 2023
- Certified Scrum Product Owner 📅 2022

TECHNICAL SKILLS

- **Workday HCM:** HCM Core, Workday Security, Business Processes
- **Workday Integrations:** EIB, Studio, Core Connectors
- **Workday Development:** APIs, REST APIs, Integration Specifications
- **Reporting Tools:** Advanced Reporting, Dashboards, Analytics
- **Testing Methods:** SIT, UAT, Regression Testing
- **Data Management:** Data Conversion, Data Mapping, Reconciliation
- **Product Management:** Roadmaps, Backlogs, Feature Evaluation
- **Agile Delivery:** Agile, Scrum, Acceptance Criteria
- **Security Controls:** Access Controls, Segregation of Duties, Privacy
- **Release Operations:** Release Management, Impact Analysis, Change Management
- **HR Operations:** HR, Payroll, Timekeeping
- **Governance Practices:** Data Governance, Audit Readiness, Risk Mitigation

PROFESSIONAL AFFILIATIONS

- HR Technology Peer Mentoring Network, Mentor, 2021 to Present
- Regional HRIS Community Forum, Program Volunteer, 2020 to Present

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST