<refactor/talent>

# DELIVERING TALENT THAT DRIVES TRANSFORMATION

## OUR CLIENT

Our client is one of Georgia's most respected healthcare and higher education institutions. As the organization aligned its academic and healthcare operations, leadership needed experienced program and project managers to support complex transformation initiatives.

## THE CHALLENGE

Integration efforts created a surge of PM needs requiring specialized expertise, executive-level communication, and the ability to work across multiple stakeholder groups. The client needed technical qualifications as well as professionals who could lead teams, build alignment, and step confidently into high-visibility initiatives. They turned to Refactor Talent for a more strategic approach.

## OUR APPROACH

Our team looked beyond resumes to understand the technical requirements, team dynamics, and organizational needs behind each role. Through our network of proven consultants, we identified professionals with the right combination of expertise, adaptability, and leadership to make an impact.

### SEEING BEYOND THE RESUME

For a large-scale asset management rollout, we introduced a project manager through a trusted referral whose non-traditional background could have been overlooked. Just two days into the role, an on-site emergency arose. Despite working remotely, he drove more than two hours to support the team and help resolve the issue. His response demonstrated the ownership, urgency, and reliability we had seen from the start.

### LEADING TRANSFORMATION

The client later needed a senior PM for a high-visibility ServiceNow transformation, with deliverables reviewed directly by the CIO. Refactor Talent placed a consultant with 15+ years of PMO leadership experience and expertise in change management and mentorship. She became instrumental in improving deliverable quality, helping contributors produce stronger work, and strengthening alignment between stakeholders and senior leadership.

### FINDING A SPECIALIZED FIT

When the client needed a project manager with deep EPIC expertise, the combination of specialized healthcare knowledge and strong project leadership made the search especially challenging. Refactor Talent identified a consultant with the EPIC expertise, operational experience, and cultural fit required. He has since become a trusted resource, bringing critical expertise and stability to the team.

## THE SOLUTION

These placements reflect our focus on quality over volume. We connect clients with professionals who can step into complex environments and create meaningful impact. Across this engagement, Refactor Talent achieved a **2.2 interview-to-hire ratio**, helping the client find the right fit after interviewing just over two candidates on average. That precision means less time interviewing, less hiring friction, and faster access to proven talent.