

Jennifer Smith

Director, BLG Beyond Consulting

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Beyond Consulting

Jennifer brings more than 25 years of finance, operations, and transformation experience to BLG Beyond Consulting. She is a Chartered Professional Accountant, a certified Prosci Change Practitioner, and a Six Sigma Master Green Belt. She collaborates across teams and functions to deepen insights and map solutions that address the root of complex challenges.

Jennifer brings expertise in:

- Organizational transformation;
- Change management and communications;
- Strategic planning;
- End-to-end process improvement;
- M&A integration;
- Risk management; and
- Systems sourcing and deployments.

Prior to joining BLG, Jennifer was a finance and operations leader within a Fortune 500 healthcare company.

Experience

- Led readiness activities for the digital **transformation within a large public college**, engaging with stakeholders to build a single unifying vision, to define user requirements of new systems, and to launch

a **change management and communications strategy** to support the community on the multi-year journey.
- Created and led a new operations centre of excellence, improving the consistency and quality of client service levels.
- Improved the workflow and co-ordination of efforts between sales, marketing, supply chain and distribution, enhancing the speed and ease of converting competitive accounts.
- Steered the Canadian integration of two orthopedic market leaders as part of a $20 billion global acquisition. Developed the roadmap and guided cross-functional teams to successfully merge the legal, commercial, supply chain and support functions of the two businesses.
- Led a cross-functional team to identify and resolve significant systemic operational issues, resulting in improved key performance metrics and service levels for customers.
- Guided a finance function through value-added flow analysis; implementing the process improvements shaved hours of effort off the monthly close cycle.

Insights & Events

- Author, "Top 10 issues for First Nation councils when considering per capita distribution (PCD) processes", BLG Article, April 2025

Beyond Our Walls

Professional Involvement

- Mentor and past instructor, Chartered Professional Accountants of Ontario

Community Involvement

- Volunteer, Girl Guides of Canada
- Mentor and past instructor, Chartered Professional Accountants of Ontario

Education

- CPA, Chartered Professional Accountants of Canada
- MBA, Schulich School of Business
- BBA, Schulich School of Business
- Change Manager, Prosci ADKAR

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