Monica C. Hayes is the Principal and Founder of Fusion Success Consulting, LLC, a process management consulting firm based in San Antonio, Texas.

Following her successful corporate medical device career, Monica helps organizations improve effectiveness by developing the systems they need to thrive in the 21st-century environment. She provides subject matter expertise and industry best practices related to Process Transformation, Strategy, Project Management, Lean Six Sigma, and other business outcomes.

Monica's experience spans several technical and leadership roles across Product Development, Operations, Quality, Program Management, and Engineering. She is well-regarded in her field for her in-depth process expertise combined with her leadership and strategic planning skills. She now leverages her skill set to help leaders achieve their long and short-term objectives.

Monica's career started as a Project Engineer first at KCI and then at Coastal Life Technologies, where she led cross-functional projects to successful completion. Her contributions toward revenue generation and process optimization earned her rapid advancement and increased responsibilities.

As Engineering Manager, reporting directly to the Founder, she built the Engineering infrastructure from the ground up, incorporating best practices in organizational design, capability development, and project management organization. She led strategic and operational streamlining initiatives as the senior engineering authority in the organization with responsibility for all technical efforts. Additionally, Monica served as the primary customer interface for new business. She excelled in this role through first the acquisition of Coastal Life and then through a second merger with Viant.

As the Director of Engineering at Viant, Monica played a significant role in change management, business transformation, and talent and culture development. Her leadership of New Product Introduction, Program Management, Sustaining Engineering, and Continuous Improvement functions led to several achievements, including the implementation of best-in-class Operational Excellence programs, an expanded customer base, and critical quality improvements. She served as a change catalyst for post-merger and acquisition systems integration, remediation for compliance efforts, and technology insourcing. A sought-out advisor, she helped others through complex business issues and strategic and tactical implementation of corporate-wide initiatives, including the deployment of McKinsey's OpEx Transformation methodologies. Monica enhanced talent and culture by building cohesive high-performing teams and developing professionals into future leaders of the organization.

Monica received a B.S. in Mechanical Engineering from The University of Texas at Austin and an M.S. in Mechanical Engineering from The University of Texas at San Antonio (UTSA). Monica also holds multiple professional certifications, including Lean Six Sigma Black Belt, Project Management Professional (PMP), Lead ISO Quality Auditor, and a Certified Executive Coach and TEAM Coach under Marshall Goldsmith Stakeholder Centered Coaching. Monica is associated with several industry organizations, including the Center for Advanced Manufacturing and Lean Systems (CAMLS), Toastmasters International, Alamo PMI, various San Antonio Chambers, and San Antonio Manufacturers Association (SAMA). She serves formally as a board member for The Health Cell and the Events Committee for the San Antonio Lighthouse for the Blind. She is an influential mentor to engineering students through UTSA's Leadership Academy and a coach to numerous professionals navigating their career development. Yearly, Monica volunteers to put on women's leadership conferences through the Leadercast organization and Southwest Research Institute.

A native of San Antonio, TX, Monica enjoys spending her free time cooking and with her son. Her passion for competitive running continues to this day, dating back to her time as an NCAA Division I athlete for UT Austin Track & Field.