

NAME

Mobile: • Email

PROCESS IMPROVEMENT / CHANGE MANAGEMENT LEADER

Accomplished professional with exemplary experience leading organizationwide business and process improvement initiatives. Six Sigma Green Belt with expertise in conceptualizing, analyzing, planning, and executing process improvements. Skilled in developing solutions to improve quality and service, eliminate waste, and promote growth and profitability. Demonstrated success in delivering performance improvements through production efficiencies and continuous improvement initiatives. Proven ability to translate vision into reality and create blueprint for success.

Project Management • Continuous Process Improvement • Process Redesign • Strategic Planning • Six Sigma Performance Improvements • Budget Administration and Management • Crisis Management • Metric Modeling Team Building and Leadership • Change Management • Risk Assessment • Quality Improvement • SQL

PROFESSIONAL EXPERIENCE

COMPANY, City, State

Year–Year

company

Quality Assurance / Process Improvement Leader

Recruited to re-organize divisional operations and improve quality of all client deliveries and client satisfaction. Serve as key contributor on three member team with Database Architect and Trainer. Analyze processes for variations in waste, quality, efficiency, effectiveness, and productivity; create and implement process improvements. Leverage Six Sigma methodologies to create and implement project plans; collaborate with technology group to develop and implement group standardizations for in-process quality checks and automation initiatives.

- Drove annual savings of \$900,000 by realigning division of 2,000 field representatives; developed and implemented hiring/firing, daily processes, and information gathering efficiencies; led project completion within 2 months.
- Improved core metric efficiencies by 10% and drove increase in sales revenue and capacity forecasting by managing team of 3 developers in design and launch of delivery management tool suite.
- Captured projected cost savings of \$150,000 annually by leading team to plan and execute workload balancing initiative leveraging off-shore resources.
- Spearheaded 30% augmentation of staff in Business Intelligence Group and projected 20% increase in revenue.

COMPANY, City, State

Year–Year

company

Principal / Consultant

Initiated, structured, and delivered consulting projects for clients. Offered expertise in process reengineering, operational improvements, and business development. Deployed organizational change initiatives, including technology-driven and market-driven transitions. Created and delivered training programs to enhance change efforts. Managed all aspects of referral-driven consulting firm. Administered all business operations, including budgeting, scheduling, and resource allocation. Negotiated contract terms and project scope with client management.