



Expertise

- Six Sigma
- Data Mining
- C-Suite & Stakeholder Presentations
- Competitive Analysis
- Project Management Certified (PMP)
- Program Management
- Big Data
- Process Reengineering
- Change Management
- Quality Assurance
- Procedure Development
- Business Analysis
- Strategic Planning
- Quality Control
- Requirement Identification

Education

- Bachelor of Science, Manufacturing Systems, Wichita State University

Professional Highlights

Expert in cost-effective and value-added business process re-engineering utilizing Six Sigma, DMAIC and Lean methodologies. Track record of success aligning goals to drive process improvement and productivity using customer data. Exceptional leader and listener, with a talent for building lasting relationships with customers, senior management and staff. Drives and delivers Voice of Client initiatives utilizing Net Promoter System to reduce customer churn and increase engagement.

Experience

- Implementing Lean Six Sigma in Revenue Cycle for Healthcare Clients.
- Improved Clinical Denials by 45% using DMAIC methodology resulting in \$1.3M in cost avoidance.
- Reduced Accounts Receivables by 10 days increasing cash flow by \$2.6M
- Created Voice of the Client Program with On Line Dashboard and KPI's in IT Services.
- Streamlined Inventory management process in Service Industry resulting in \$460K savings.
- Trained more than 200 Green Belts and 20 Black Belts.
- Conducted several KAIZEN events across multiple service lines and Industries.

Certifications

- NPS Certified, Satmetrix
- PMP Certified PMI Number 1803041
- Certified Master Black Belt, Service Master
- Certified Black Belt, Bombardier Aerospace
- Certified DDI-Development Dimension International, Facilitator for Learning Systems
- Certified CPIM, Supply Chain Module
- Lean and 5S course. BMG group
- Member of PMI-Project Management Institute
- Member of CXPA-Customer Experience Professionals Associations
- Professional Member of ISSP, International Society of Six Sigma Professionals.
- Member of ASQ-American Society of Quality.
- Member of APQC-American Productivity & Quality Center.

Companies

- Nthrive Healthcare
- HP Enterprise Services
- Nokia
- Service Master
- Bombardier Aerospace-Learjet