

MARIA D. CRAIG, MBA, LSSBB, PMP

ADKAR- Prosci Certified

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SVP OF OPERATIONAL EXCELLENCE, LEAN SIX SIGMA MANUFACTURING OPERATIONS & SUPPLY CHAIN

Executive-level leader with over 20 years of seasoned experience in strategy planning and execution, general management, and operations and supply chain management consulting. Extensive expertise in **policy deployment, lean manufacturing, operations management, supply chain, change management, learning and development, corporate training, and executive coaching**. Proven track record of driving operational excellence and achieving significant results in both union and non-union environments. Have delivered over \$100M USD in savings (Direct P&L cost reduction and cost avoidance), in NOAM, LATAM, and EMEA.

Passionate about working with struggling or underperforming manufacturing facilities and service industries directly owned by private equity firms or publicly traded, and small business enterprises. Achieving results through thought leadership, data-driven problem solving, and organizational digital, process, and learning transformations. Enables SLT, ELT, and C-suite leaders to drive, achieve, and sustain results in a lean environment through a structured change management approach and coaching for development and performance.

Multilingual, multi-site professional with global experience, adept at working with diverse teams and cultures to deliver high-impact solutions. Broad experience in directly managing operational budgets up to \$500M USD and overseeing a workforce of 450+ up to 2,000 employees *per site*. Operational Excellence and growth strategies are deep areas of interest for my professional journey. I have led and supported engagements in companies with revenues from \$100M USD (Private Equity, SBE), up to \$228B USD (Global Pharma, Microsoft, etc), in union and non-union environments.

Dual citizenship in Colombia and the United States, with residences in Raleigh, NC, and Atlanta, GA, and fully capable of traveling 100% worldwide. Able to cover expat assignments in European member states under a B.V. in the Netherlands as a contractor.

CORE COMPETENCIES

- | | | |
|-----------------------------------------------|----------------------------------------------------------|-------------------------------------------------------------------------------------|
| <input type="checkbox"/> P&L Responsibility | <input type="checkbox"/> Board of Directors | <input type="checkbox"/> Organizational Design, Transformations |
| <input type="checkbox"/> Strategic Planning | <input type="checkbox"/> TPM, 5S | <input type="checkbox"/> Senior Leadership Development and Certified Coach |
| <input type="checkbox"/> Policy Deployment | <input type="checkbox"/> Facility Layout & Development | <input type="checkbox"/> Psychometric Assessments Administration |
| <input type="checkbox"/> Lean Deployments | <input type="checkbox"/> Team Building & Development | <input type="checkbox"/> Certified Change Practitioner ®, ADKAR |
| <input type="checkbox"/> Lean Transformations | <input type="checkbox"/> Performance Management | <input type="checkbox"/> Center for Creative Leadership, Assessment-Suite Certified |
| <input type="checkbox"/> Client Management | <input type="checkbox"/> Continuous Improvement, OpEx | <input type="checkbox"/> Myers-Briggs-MBTI ® Instruments I, II Certified, Hogan |
| <input type="checkbox"/> Contract Management | <input type="checkbox"/> Project, Program Management | <input type="checkbox"/> Workplace Big Five Profile (WPB5) Certified, DiSC |
| <input type="checkbox"/> HR Management | <input type="checkbox"/> Benefits Tracking & Realization | <input type="checkbox"/> Multicultural, multilingual workforce management |
| <input type="checkbox"/> SCM Management | <input type="checkbox"/> Instructional Design | <input type="checkbox"/> Business Development, RFIs, RFQs, RFPs |
| <input type="checkbox"/> Hoshin, S&OP | <input type="checkbox"/> Corporate Training Services | <input type="checkbox"/> ICF, Professional Certified Coach |
| <input type="checkbox"/> Production, QMS | <input type="checkbox"/> Consultancy, Proposal Writing | <input type="checkbox"/> World traveled (28 countries) in LATAM, EMEA |

TOOLS, SYSTEMS, LANGUAGE SKILLS

- | | | | | | |
|-----------------------------------------------|----------------------------------------|--------------------------------------|--------------------------------------------|-----------------------------------|-------------------------------------|
| <input type="checkbox"/> Spanish [C2, Native] | <input type="checkbox"/> Salesforce | <input type="checkbox"/> OneDrive | <input type="checkbox"/> Skype | <input type="checkbox"/> WebEx | <input type="checkbox"/> SAP |
| <input type="checkbox"/> English [C2, Fluent] | <input type="checkbox"/> Zoom | <input type="checkbox"/> Dropbox | <input type="checkbox"/> Box, SPSS | <input type="checkbox"/> Citrix | <input type="checkbox"/> Canvas |
| <input type="checkbox"/> French [A1, Basic] | <input type="checkbox"/> MS Word | <input type="checkbox"/> MS Project | <input type="checkbox"/> MS Excel, Minitab | <input type="checkbox"/> MS Edge | <input type="checkbox"/> Workday |
| <input type="checkbox"/> Dutch [A1, Basic] | <input type="checkbox"/> MS PowerPoint | <input type="checkbox"/> MS Visio | <input type="checkbox"/> MS Teams | <input type="checkbox"/> Explorer | <input type="checkbox"/> Oracle |
| <input type="checkbox"/> Italian [Basic] | <input type="checkbox"/> MS SharePoint | <input type="checkbox"/> MS One Note | <input type="checkbox"/> MS Yammer, Viva | <input type="checkbox"/> Firefox | <input type="checkbox"/> EPICOR |
| <input type="checkbox"/> Adobe Reader DC | <input type="checkbox"/> MS Publisher | <input type="checkbox"/> MS Outlook | <input type="checkbox"/> Google G-Suite | <input type="checkbox"/> Chrome | <input type="checkbox"/> Syteline |
| <input type="checkbox"/> Red Prairie | <input type="checkbox"/> MS Teams | <input type="checkbox"/> Azure (ADO) | <input type="checkbox"/> MS Lynx | <input type="checkbox"/> Gemini | <input type="checkbox"/> MS Loop |
| <input type="checkbox"/> Redzone | <input type="checkbox"/> MS Chat | <input type="checkbox"/> MS Copilot | <input type="checkbox"/> MS Whiteboard | <input type="checkbox"/> ChatGPT | <input type="checkbox"/> MS PowerBI |

INDUSTRIES and INTERNATIONAL ASSIGNMENTS

I have extensive experience across multiple industries, showcasing my versatility and cultural competence. My professional journey spans in services for design and engineering, manufacturing operations and supply chain, warehouse operations, inventory management, quality, and software and technology. As a world citizen, I possess a deep cultural competence developed through extensive travel across North and South America, the Caribbean, and Europe, immersing myself in diverse cultures across 32 countries. This global exposure strengthens my ability to drive and strive in any environment, working and developing others to achieve organizational goals.

I thrive in both union and non-union environments, demonstrating a collaborative and inclusive approach. My proficiency in coaching at all organizational levels enables me to connect, influence, and deliver results effectively. Recent roles in consulting, coaching, and strategy planning have refined my communication with senior leadership.

The industries served in the past 20 years include but are not limited to manufacturing and distribution (food, apparel, glassware, metal fabrication, scrap metal recycling, display merchandising, industrial filaments, vaccines, biotech, pharmaceuticals, and other consumer goods), 3PLs, Distribution Centers, retail, energy and utilities (oil, gas, nuclear, electric transmissions and distribution, DG, and smart grid), healthcare, banking and financial services, and professional services in government, accounting and finance, education; through executive coaching, strategy and management consulting, organizational change management and corporate training, learning and development.

References upon request however, there are [LinkedIn](#) recommendations from my client and former work for over 100 companies supported in 20 years globally.

EDUCATIONAL BACKGROUND and TECHNICAL COMPETENCY

Undergraduate, Graduate, and Advanced Degree Programs

University of Pennsylvania, Wharton Business School. Chief Human Resources Officer Program. 2021-2023

UNC at Chapel Hill - Kenan-Flagler Business School. MBA for Executives, Strategy and Leadership. 2010-2012

Cornell University, Executive Leadership Program. 2017

Elizabethtown College, Bachelor of Science in Industrial Engineering Management. 2008

Villanova University, Lean Six Sigma Program. 2007

Universidad Cooperativa de Colombia, Systems Engineering (4 years completed) 2002.

Professional Development Certificate Programs

Project Management Academy (PMA), PMI Project Management. 2022

Ydatum Operations Management Engineering and Management, TPS (Toyota Production System, Kata). 2012

Merck Sharp & Dohme, Merck Sigma LSSBB 2012. Merck Sigma LSSGB 2012. Merck Sigma LSSYB 2011

Leadership and Organizational Development Certifications and Licenses

The Leader Diagnostic Network - Certified Trainer, 2024

Korn Ferry Leadership Styles and Organizational Climate - Certified Coach LS&OC, 2024

Korn Ferry Leadership Architect Certification - Certified Coach KF360 Feedback, 2023

Global Leadership Associates - Global Leadership Profile (GLP) 2022

Hogan Assessments - Hogan Certified. 2022

DiSC by Wiley - Certified Partner, DiSC Assessments. The 5 Dysfunctions of a Team. 2020

CPP - The Myers Briggs Foundation - Certified Practitioner, MBTI Instruments I and II. 2017

Center for Creative Leadership - NCO, Assessment Suite-Certified (360-Feedback, Benchmarks, WPB5). 2017

Prosci (ADKAR) - Certified Change Practitioner, Change Management Certification. 2017

NCSU | Business Coach Institute, Certified Business and Professional Coach (ICF 142-Hrs program). 2018

Languages

Erasmus Universiteit Rotterdam (EUR), Dutch, A1. Rotterdam, Zuid Holland. The Netherlands. 2017

Alliance Française, French, A1. Colombia 2000, Indianapolis, IN. 2019

Piazza Pitti, Italian, A1. Colombia. 1999

Centro Colombo Americano, English as a Second Language. Colombia 1997-1999

PROFESSIONAL WORK EXPERIENCE

Prisma International Corporation | 2012 - Present

Chief Operations Officer & Managing Director

Head of Operations and Operational Excellence.

Responsible for Operational Strategy, Hoshin Kanri Strategic Business Planning and Execution, Organizational Development, Lean and Workforce Transformations in consulting for external clients, to realize business results for manufacturing operations in NOAM, LATAM and professional business services, mining, oil and gas, utility clients in the same regions and EMEA. Manage operational budget and full P&L responsibility, managing a team of 14 DRs.

- Business Results
- Create and cascade operational strategy for two divisions: consulting and language access.
 - Create and cascade KPIs to measure operational and financial performance for all regions.
 - Assess data, conduct analytics, and market research for clients; provide recommendations, insight and decision making to support all areas of their business including human resources, manufacturing operations and distribution, warehouse operations, procurement, and supply chain, maintenance management, learning and development, quality and regulatory compliance, logistics and 3PL, vendor management and shared services.
 - Responsible for operational assessments, write, and pitch proposals, provide portfolio of recommendations, and consulting delivery in OpEx, CI, OCM, and PM work for NOAM and LATAM clients including on a B2B schedule, at the C-suite level, to navigate operational challenges in human capital such as the future of work (WFH, WFA strategies), the great resignation, AI at work, talent retention, cost of acquisition, DE&I among others, as well as operational challenges like accurate manufacturing or service industry forecast, supply chain shortages, labor shortages, macro factors related to inflation, cost of capital, to satisfy the private investors.
 - Plan and deploy workforce transformations using lean methods and applying ADKAR by Prosci to manage organizational change.
 - Sponsor and oversight of Lean Competency Systems (LCS) internal certification program project management (in progress). Corporate communications and manage organizational change to navigate people through learning and development initiatives.
 - Co-create with business unit leaders' skills matrixes, training and coaching plans, succession planning and tactical operational plans to execute the strategy. Coach and mentor leaders for improvement in performance and development.
 - Cross functional integration of project work with different leaders in two divisions, supporting NOAM region for Operations Management for the language division with 1,500+ associates delivering work in government and healthcare settings in language access.

SELECTED CLIENT PORTFOLIO



Microsoft | 2024

Global OpEx Lead LATAM

OCM Senior Consultant for AI and Copilot (Rapid, Custom)

Business Results

- Develop and execute project plans for rapid deployment of Copilot, ensuring timely and efficient implementation.
Tailor Copilot solutions to meet specific client needs, configuring settings and features for optimal performance.
Work closely with clients and internal teams to gather requirements, provide training, and ensure smooth adoption of Copilot. Clients supported: Estee Lauder, The Cleveland Clinic Foundation, BCP (Banco de Perú), Ecopetrol (Colombia), Medtronic, Ontario Power Generation, Temple University Health System, among others.
- Design instructional materials and deliver AI and Copilot training for M365 globally in English (NOAM) and Spanish (LATAM).
- Develop assessments, testing, and track learning management systems for both Custom and Rapid Deployment projects. Create, deliver, and analyze survey data for insights on adoption and change management.
- Co-facilitate AI learning demos, simulations, and share best practices with the internal Adoption and Change and Service Management team at Microsoft.
- Report on learning milestones and L&D business cases to executives internally to Microsoft and their external clients.



University of North Carolina at Greensboro | 2024
Trainer and Facilitator – Managing Organizational Change

Business Results

- Planned and successfully delivered the FY2025 staff retreat for the Department of Educational Leadership and Cultural Foundations.
- Designed instruction for the day event
- Created participants materials, workbooks, user guides, and infographics for the event exercises, simulations, and post-event continued development.



United Nations - The World Food Programme | 2024
Trainer and Facilitator – Executive Written Communications

Business Results

- LATAM region pilot instructional design
- Feedback and coaching
- Training delivery to Spain, Latam WFP fellows.



Trillium Flow Technologies | 2023
Head of Inventory Operations Management, Global Shipping and Logistics for the pumps division.

Business Results

- Lead 5 direct reports to support a 60-people inventory management program.
- Coaching, training, and development for Inventory Control, Receiving and Putaway, Consolidation, Picking, Packing, Shipping and Logistics teams.
- Created an assessment center, standard work, and practices to recruit for all department roles. Updated job descriptions created career leveling and progression from 3 flat levels to 7.
- Manage HQMS data management system for regulatory compliance and ISO audit documentation.
- Manage Syteline Infor ERP system to ensure OTIF delivery for a \$100M pump manufacturing company.
- Resolve shortages through collaboration with planning, procurement teams, external vendors, inventory teams.



Daichii Sankyo Inc (DSI) | 2022
OCM and Senior Leadership Consultant (HRBP)

Business Results

- NOAM Market Employee Relations OCM Consultant. Created an assessment center for the Human Resources department within the North American market.
- Guided the Employee Relations head in setting up a self-service platform for leaders to manage harassment cases.
- Developed and implemented a new organizational framework for the EE team in NOAM.
- Oversaw the worldwide unification of Employee Relations to consolidate practices from the U.S., Japan, and Germany.



DHL - Deutsche Post | 2022
Senior Director of Operational Excellence (Interim)
Lean Transformation Coach | Organizational Change Director

Responsible for Prosci-ADKAR planning and PM delivery of site-wide OpEx program for a 2000+people operation (3PL) for ASOS, a global retailer including the expansion to a new facility and roll out of automation facility.

Business Results

- Responsible for refining and launching the Lean / OpEx program for a 2000+people operation (3PL) for ASOS, a global retailer Business Results
- Design and re-launch the Lean Program aligned to DHL's OMS global strategy.
- Planning and delivery of Lean site diagnostic, VSM and identification, launch, and delivery of site-wide projects.
- Coach and lead operational leaders to grow their baselined Lean Maturity assessment and created development plans to address lean mindset and toolkits.
- Coach the Lean Site Lead (GM) to develop to run the program long term.
- Created an assessment center, standard work, and practices to recruit a Lean 12-people team
- Create (Prosci ADKAR) change management plans for the launch of their Lean Program.

- Support PMs in running the site lean diagnostics, VSM and identification, launch, and delivery of site-wide projects
- Collaborate with senior leadership team to sponsor and drive initiatives: 4 Directors, 8 GMs, and 160-exempt workforce throughout 4 shifts on a 24-hr/365 facility.
- Designed and Launch Lean Program, 5s Program, and The Lean Star Recognition Program
- Ran site lean diagnostics, VSM and identification, launch, and delivery of site-wide projects identifying \$3.5M USD in opportunities.
- Plan and roll out retention program.
- Reduced labor cost associated with high turnover (Operational Cost) by \$250K and P&L savings with identified strategies on Talent Acquisition and Talent Management.
- Coached and lead a 12-people team of internal lean six sigma consultants, trainers.
- Plan Manhattan ERP system launch for facility expansion (new site), and automated adjacent facility using Waterfall and Agile methodologies. Vendor Management.

The Carlyle Group | 2018 - 2022

THE CARLYLE GROUP
GENERAL ALTERNATIVE ASSET MANAGEMENT

(in partnership with H2 Lean Consulting and SSA & Co (formerly known as Six Sigma Academy) Chief Executive Officer (2019)

General Manager and CEO for Mexico and LATAM- Responsible for overseeing daily business activities, improving overall business functions, training heads of departments, managing budgets, developing strategic plans, creating policies, and communicating business goals in a display merchandising, metal and wood fabrication manufacturer in Mexico



Business Results

- Rolled out 24/7 operations to support growth strategies and increased demand. Eliminated OT expense by 25% in the first quarter by incorporating 2nd, 3rd, and flex shifts.
- Turned around underperforming business with contribution margins of 35% to 40% in the first quarter of the assignment.
- Negotiated better terms and on-boarded new vendor for HR processing saving \$80K USD (\$1,560,000 MXN) in the first quarter of the assignment.
- Improved paint line (bottleneck) by increasing throughput by 78% with vertical utilization for maximized asset and reduced third party manufacturing by \$550K USD annualized.
- Deployed lean manufacturing, standard work, and visual performance management for shop floor and business support.
- Principal for lean transformation, plant move from US to Mexico at an international manufacturing company for the retail industry. Deliver ROI on projects around \$1.5M USD annualized (Array Marketing). Hoshin Kanri and policy deployment.



Chief Quality Officer (2020)

Responsible for overseeing all DMRs (Defective Material Requests), QA Alerts, and technical transfers for all quality processes from parent site in Toronto to Mexico City. Manage a staff of 56 Quality resources in three shifts for its metal fab, injection molding, woods, acrylics manufacturing site. Provide continuous improvement strategy and deployment for projects and programs to deliver the work right first time (RFT). Report metrics daily to CEO, COO, and executive team on transfer progress.

Business Results

- Rolled out 24/7 quality reporting and IAP (Immediate Action Plans) for issues on the manufacturing floor.
- Rolled out Smartsheets tracker for prototypes and first sample releases with APQP process.
- Trained all Production Project Managers (PPMs) in proper escalation techniques and problem solving for QA alerts.
- Conducted a QFD workshop to identify and deploy the right site metrics to report to C-suite daily, weekly.
- Deviation Management.
- Strategy planning for QMS, aligned to sister sites in Toronto, Poland, France, and China.



Oaktree Capital Management (2021-2022)

(in partnership with H2 Lean Consulting)

Head of Global Supply Chain and Logistics (2021)

Principal Consultant and Consulting Director (2022)

Responsible for the OpEx delivery of portfolio of projects related to a costing project using lean principles for the Sephora and Starbucks accounts at fixture and display merchandising global manufacturer.

Business Results

- Costing excellence for the manufacturing process to produce the Starbucks kiosks (NOAM, LATAM).
- OpEx improvements in Mexico manufacturing facility.
- Maintain contract and customer relationship management despite of acquisition of company from The Carlyle Group to Oaktree Capital Management.
- Performed a site-wide gap analysis based on a skills matrix for each role.
- Developed team and individual plans to enhance productivity, performance, and engagement.
- Implemented 24/7 quality reporting and Immediate Action Plans (IAP) for manufacturing issues.
- Launched Smartsheets tracker for prototypes and initial sample releases with the APQP process.
- Trained all Production Project Managers in proper QA alert escalation and problem-solving techniques.
- Conducted a QFD workshop to deploy key site metrics for regular C-suite reporting.
- Managed Learning Compliance Deviations. Strategized QMS alignment with sister sites in Toronto, Poland, France, and China.
- Designed and delivered training for the quality department's 25 staff across multiple shifts.



Senior Director of Operational Excellence (2016-2018)

Strategic Business Planning, Coaching, and Project Management Advisory for their clients in Europe, Canada, Mexico, and The United States.

Business Results

- Coached over 15 people in Italy, Germany, UK, and Atlanta, GA on Finance Transformation for the largest aluminum rolled products manufacturer (Novelis Aditya Birla).
- Training and deployment of Lean methodology at an electrical service company in Burnaby, BC, Canada. Training and deployment of Lean methodology at a trailer manufacturer in Vancouver, BC, Canada (Tycrop Trailers, McRae Electric).
- Created instructional design for 12 lean and six sigma training modules. (Tycrop Trailers, McRae Electric)
- Created an engagement solution at a glassware manufacturer to optimize equipment downtime and reduce changeover. (The Oneida Group).
- Developed standard work and implemented robust daily performance management board and coaching at food manufacturing facility in the U.S. responsible for providing ready meals for Kroger, Walmart, and Target. (Caito Foods).
- Lean Transformation implementation at a global thread manufacturing company for the automotive and aerospace industry. Teach, coach, led projects to reduce industrial filament waste over \$365K USD. (American & Efird)



Center for Creative Leadership | 2019 - Present

Leadership Coach, Professional Certified Coach – Coach Leadership Development Programs (LDPs) and Open Enrollment Programs (OEs) to different levels of leadership.

Business Results:

- After finishing the program, participants get post-program coaching to achieve business outcomes and personal and professional growth.
- Deliver table and group coaching in NOAM, LATAM, APAC, and EMEA regions onsite and remotely.
- Co-facilitate the delivery of LATAM SLDPs, LDPS, ELDs, and open enrollment for any industry.



H2 Lean Consulting, 2016 - 2024

In partnership with SSA & Co (formerly known as Six Sigma Academy) 2018 - 2020

OpEx and OCM Senior Management Consultant – Strategic Business Planning, Coaching, and Project Management Advisory for their clients in Europe, Canada, and The United States.

Business Results

- Coached over 15 people in Italy, Germany, UK, and Atlanta, GA on Finance Transformation for the largest aluminum rolled products manufacturer (Novelis Aditya Birla).
- Training and deployment of Lean methodology at an electrical service company in Burnaby, BC, Canada. Training and deployment of Lean methodology at a trailer manufacturer in Vancouver, BC, Canada (Tycrop Trailers, McRae Electric).

- Created instructional design for 12 lean and six sigma training modules. (Tycrop Trailers, McRae Electric)
- Created an engagement solution at a glassware manufacturer to optimize equipment downtime and reduce changeover. (The Oneida Group).
- Developed standard work and implemented robust daily performance management board and coaching at food manufacturing facility in the U.S. responsible for providing ready meals for Kroger, Walmart, and Target. (Caito Foods). Planned JD Edwards ERP system launch for facility expansion (new site), and automated adjacent facility using Waterfall and Agile methodologies. Lean Transformation implementation at a global thread manufacturing company for the automotive and aerospace industry. Teach, coach, led projects to reduce industrial filament waste for \$365K USD. (American & Efirid).



HA+W | Aprio, 2017 - 2018

Director of Strategy and Design Services – Initiated and implemented new advisory services and a consulting practice for Georgia's largest CPA firm. This initiative targeted three specialized service areas: Operational Excellence (OpEx), Change Management, and Leadership Development & Coaching, specifically tailored for the firm's Manufacturing and Distribution clients in Atlanta, GA.

Business Results

- Created a branding strategy that boosted digital traffic and lead conversions via content articles and webinars.
- Authored thought leadership pieces to enhance social media presence. Pitched and secured business proposals with C-suite executives across various manufacturing sectors.
- Collaborated with the L&D Director to train 450 employees in new service offerings using gamified training methods.
- Quadrupled qualified leads since the practice began and secured a Change Management Strategy contract.



Unipart Expert Practices – UEP (Unipart Group), 2014-2017

Principal Coach – OpEx, OCM for 6 workstreams at National Grid US (a 9-legacy companies utilities business in US and UK, leading HR, EH&S, Finance and Accounting, Regulatory and Pricing, Network Strategy including Asset Management, and Engineering Services. Senior Coach Practitioner overseeing strategic planning with 6 direct reports (Lean Coaches). Conducted corporate training and leadership coaching for senior executives including Directors, VPs, SVPs, and the CFO at a utility company across MA, RI, and NY.

Process Improvements

- Developed strategies and implemented lean projects to ensure regulatory compliance in gas service mapping, avoiding \$1M in fines and saving \$645K annually in asset management.
- The electric transmission estimation process now achieves a cycle time reduction from 18 months to 60 days, while ensuring estimates fall within a +/- 10% accuracy range. The client Finance Business Partner approved identified benefits worth \$31.2M. A method for estimating electric distribution that avoids annual fines ranging from \$1M to \$2M.
- Manage vendors for health and welfare benefits to enhance cash flow by minimizing overpayments and reducing capital costs. Reduced the cycle time from 30-60-90 days down to just 2 days through the digitization of manual entries and processes for handling individual vendor invoices.
- Reduced taxation errors in capital projects, improving the accuracy of OPEX and CAPEX allocations by \$4.5 million monthly.
- Enhanced productivity decreased the revision workload by 39 man-hours each month, leading to a type-2 identified savings of \$22.5K annually.
- Formulated the Performance Excellence strategy for four areas: Finance, Regulatory, Network Strategy, and HR. Successfully fully implemented for Network Strategy.



SA Partners (2013)

Senior Management Consultant – Operational Excellence

Contract, Senior Management Consultant – Individual contributor role providing corporate training and deployment of a pilot project for lean implementation in a food manufacturing facility for Greencore USA (Salt Lake City, Utah).

Process Improvements:

- Developed lean training program for leadership team at Salt Lake City manufacturing plant.



- Identified \$300K in operational savings in reduction of waste in product, machine downtime, and overtime.

UNAD – Florida, 2013

Adjunct Faculty & Lecturer - Adjunct Faculty with vast experience in teaching Industrial Engineering Methods, Occupational Health and Safety, and Foundations of Operations to remote students worldwide.

Business Results:

- Developed course planning and teaching methods for remote students. Monitored student progress using a learning management system. Delivered academic assessment and documentation.
- I taught 3 online lectures, fostering collaborative virtual learning spaces and using digital tools to improve student comprehension and engagement. Developed comprehensive curricula and assessments that meet high academic standards while accommodating diverse learning needs and cultural backgrounds.



MERCK Sharp & Dohme (2011-2013)

Lean Six Sigma Black Belt – LSS Business Consulting Services (MPS) - Lean Six Sigma Business Consultant – Individual contributor role leading projects, coaching teams, and training on lean tools and mindset.

Business Results:

- Developed and managed the curriculum for the MS Yellow Belt Certification program.
- Improved the site's comprehensive Awards and Recognition Program and participated in Durham's MPS Global Best Practice Sharing. Acted as the primary representative for teams.
- Process improvements involve reducing the construction time for the Vaccine Bulk Facility (VBF) from 9 months to 6 months.
- Established full Tier 1-3 systems in Virus, Kanban, Cell, and Sterile Supply.
- Developed and applied an HER/HEP strategy to reduce QA events by 10% in six months and trained 150 employees.
- Supervised 5s site zone certification to maintain compliance with safety and clean room standards.
- Managed 18 technical transfer projects for VMF at Maurice Hilleman Campus, aiding MPS transformation, contributing to Merck MMD Division's Global Learning Transformation pilot team, and leading the Human Error Reduction strategy.



Insource Performance Solutions (at Burt's Bees – a Clorox Company), 2011

Performance Supervisor – Supervised and managed a packaging facility staffed by 184 employees. Primary responsibilities included recruiting, hiring, training, mentoring, and providing performance feedback until a permanent Manager was installed.

Process Improvements

- Hired and trained hourly staff for packaging and distribution roles. Implemented visual aids to streamline daily activities. Handled employee grievances, conducted investigations, managed separations and terminations, and administered FMLA processes, along with other duties.
- Achievements include enhancing communication and training efficiency, increasing productivity by 25% over a 3-month contract to achieve production goals, and ensuring adequate staffing to maintain OTIF RFT.



Duke University Health System (2009-2010)

Patient Revenue Management Organization (PRMO) Financial Counselor

Financial counseling to patients, helping them understand their medical bills, payment options, and financial assistance programs. This role involved collaborating with healthcare providers to ensure patients receive comprehensive financial support, thereby enhancing their overall experience and satisfaction.

Process Improvements

- Improved Patient Satisfaction: Enhance patient experience by providing clear financial guidance and support. Increased Revenue Collection: Ensure timely and accurate billing processes, leading to improved revenue collection. Reduced Financial Stress for Patients: Help patients navigate their financial responsibilities, reducing stress and improving their overall well-being. Compliance with Financial Regulations: Maintain compliance with state and federal financial regulations, ensuring ethical and legal financial practices. Cost Reduction: Identify and implement cost-saving measures in financial operations, contributing to the overall efficiency of the health system.

ALL WORK EXPERIENCE AND EXTENDED CLIENT PORTFOLIO

