

Senior Operations & Performance Improvement Executive

Lean Six Sigma • Cost Analysis • Large-Scale Transformation • Positive Work Culture

Proven track record of driving millions in cost savings and positive bottom-line impact for corporations

Goal-oriented Senior Operations and Performance Improvement Executive with extensive experience leading enterprise-wide continuous improvement initiatives to achieve performance excellence. Professional background spans healthcare, logistics, financial services, and manufacturing industries.

Effective change agent who thrives under pressure in deadline-driven settings

Demonstrated proficiency in capital planning, finance, M&A reviews, performance analysis, workflow optimization, and personnel relations. Strong work ethic with exceptional critical thinking, problem solving, organizational, and relationship building skills.

CORE COMPETENCIES

- Forecasting, Budgeting, and P&L Management
- High-Performing Team Development
- Operations Optimization
- Program and Project Management
- Strategic Partnering & Planning
- Translating Vision into Tactical Initiatives
- Cross-Functional Leadership

PROFESSIONAL EXPERIENCE

J316 Enterprises/DTR Logistics, Inc.

Hewitt, TX

Suite of companies owned by investment group dedicated to building financial equity through FedEx integrated service provider business model.

Vice President of Finance & Operations | 2021-Present

Manage process for complete logistics turnaround focused on underperforming FedEx ground contractors. Identify and build culture and infrastructure necessary to create a sustainable, repeatable model for the future. Drive success of full infrastructure rebuild encompassing recruitment, retention, KPIs, and management accountability systems.

- **Achieved 90% revenue growth and added 100% equity to investment group** by building correct team and infrastructure to pursue additional opportunities and targeted acquisitions.
- **50% reduction in maintenance costs and improved employee experience** earned through development of comprehensive capital plan that added value and lowered maintenance downtime and expenses.
- **Accomplished significant improvement in people centered KPIs** by increasing leadership visibility, implementing targeted employee benefits, and establishing incentive program.

Ascension

Waco, TX

One of the largest private healthcare systems in the U.S. founded as non-profit Catholic healthcare network in 1999.

Director of Strategic Operations & Process Improvement | 2015-2022

Led operations within clinical and multi-site support/production areas, including GI lab, sleep lab, process improvement, environmental services, supply chain, laundry, and nutritional services. Developed process improvement and project management processes utilizing Lean methodology. Exceeded benchmark productivity goals using effective staffing models and workflows in adherence with patient demand patterns. Guided development and launch of emergency department COVID-19 plans as integral leader within C-suite leadership team.

- **Steered \$25 million initiative to reduce costs** by conducting charge master review that resulted in 10% increase in gross charges to achieve bottom line goals.
- **50% reduction in number of patients that left emergency department without treatment** through cross-functional team collaboration.
- **Decreased annualized heart failure readmission rate from 21% to 14%** in less than 12 months.
- **Lowered patient discharge time by 50%** through management of cross functional collaboration between providers, nursing, and case management
- **Achieved full transparency in departmental metrics and cultural shift toward process improvement** through multi-year program rollout inclusive of comprehensive training, coaching, and advocate development.

- **Developed capital planning process** that outlined areas of greatest need and built feedback loop enabling senior leaders to advocate at corporate level.
- **Created new cost structure** through statewide analysis of gross revenue per patient day.
- **Staffed in accordance with national standards and satisfied patient demands** by conducting deep dive analysis of patient demand cycles to develop multi-departmental staffing models.

Assurant**Florence, SC**

Leading global business services company that support, protects, and connects major consumer purchases.

Process Improvement Director | 2009-2015

Served on team focused on building efficiency gains. Team's annual goal was \$15 to \$20 million per year in savings.

- **\$4 million cost avoidance** accomplished as departments right sized during organizational growth spurt by using Lean process improvement methods to build correct models in multiple departments.
- **50% productivity increase** earned by utilizing Lean principles to redesign mail process, including work cell technology and updated equipment.
- **Led large-scale disaster claim process transformation** that precipitated patent submission and national process redesign by Fannie Mae and Freddie Mac resulting in a \$20M annual savings to Assurant.
- **Built continuous improvement culture instilled in organization's DNA** through Lean Six Sigma program rollout.

Autoliv**Columbia City, IN**

Automotive safety supplier with sales to all leading car manufacturers worldwide and 68,000 employees in 27 countries.

Six Sigma Master Black Belt/Lean Coordinator/Plant VEVA Leader | 2000-2009

Served as inaugural Lean Coordinator to initiate Lean deployment process, steering committee operations, and full-scale Kaizen workshop process. Led plant's evolution into first-class Lean organization.

- **Over \$4 million in plant savings** earned by leading high-visibility projects and workshops as Master Black Belt.
- **Reduced annual paint scrap from \$1.5 million to under \$50,000** through complex Define, Measure, Analyze, Improve, Control (DMAIC) project.
- **Educated more than 100 belts across various levels** and provided instruction on DMAIC process, Minitab, process capability, SPC, MSA, DOE, and data analysis.

Additional Career Experience**Corporate Industrial Engineer & Plant Operations Manager | Dana Corporation****Kendallville, IN**

Built industrial engineering departments across eight facilities spanning Indiana and Ohio.

- **Increased quality and productivity to highest levels in organization within nine months** by driving leadership transparency and visibility to front line.
- **Developed accurate labor costing standards and foundational expertise for Lean implementation** through multi-year effort to build industrial engineering expertise in each facility.

EDUCATION**Master of Science
in Mathematics**

University of Mississippi

Bachelor of Science in Industrial Engineering, University of Illinois Urbana-Champaign

Six Sigma Master Black Belt – Promontory Management Group (Ogden, UT)

Haslam College of Business at University of Tennessee Lean for Healthcare: Hospital

Ascension Texas Leadership Forum