

Accomplished, dynamic leader with deep experience in delivering strategic initiatives, delivering innovation through thoughtful analysis, resulting in process and operational improvements and significant financial performance in both the public and private sectors.

AREAS OF EXPERTISE

- Business Analysis
- Digital Strategy
- Solutioning
- Project Management
- Process Redesign
- Product Development
- Change Management
- Product Management
- Operational Optimization
- Financial Operational Management
- Organizational Design

PROFESSIONAL EXPERIENCE

Neudesic (*Selected clients/projects listed below*) - Management Consultant

September 2014 - Present

A Private Pet/Animal Product Distribution Company, Project Manager / Management Consultant

- Lead project management and management analyses, from concept to launch, for a team of vendors (using matrix leadership) for the integration of five U.S. regional Enterprise Resource Planning applications (ERPs) to enable and improve B2B and B2C capabilities resulting in millions in cost reductions and increased revenue.
- Lead project management for a team of vendors in the implementation of a custom-developed promotions management software with a goal to reduce days payable outstanding and improve visibility into promotional spend.

PowerSchool, Project Manager / Business Analyst

- Lead project management and business analysis functions for a diverse, multi-disciplinary team of twenty in a cloud migration effort impacting more than 50M K-12 students in the U.S. and Canada.

Jamaican Public Service, Management Consultant

- Defined strategic vision for a new prescriptive analytics platform, leading initial requirements elicitation process and formation of foundational backlog.
- Mentored new business analysts in strategic, vision-centered analysis and requirements elicitation.
- Developed operational improvement initiatives, maximizing client's investment in the platform.

KPMG, Business Analyst / Management Consultant

- Lead business analysis effort for a personnel management and communication application supporting 215,000+ employees world-wide.
- Advised senior leaders in communication, implementation, and change management strategies.

Assurant, Business Analyst / Project Manager

Custom Application Development, System Integration

- Advised company leadership in planning, organizing, and implementing a \$150M custom-developed software application
- Assisted business with organizational change management around software implementation, leading to reorganization of 7,500 employees, worldwide.
- Analyzed business processes and systems to identify efficiencies and improve work products

Special Projects Administrator, Chapman University - California

July 2010 - September 2014

- Assisted COO/CFO in writing/reviewing Request for Proposal for \$100M bond issuance
- Managed the acquisition of more than \$90M in residential and commercial real property over a four-year period
- Assisted COO/CFO in identification, selection, and implementation of enterprise resource-planning platform, PeopleSoft
- Assisted in development of long-range organizational change plan resulting from PeopleSoft implementation

- Established a secure portal for the Board of Trustees document management and collaboration, leveraging SharePoint
- Staffed Finance & Budget, Real Estate, Audit, and Investment committees of the Board
- Assisted COO/CFO in the identification and selection of a new Vice President/CIO
- Wrote RFP and managed selection and implementation of a campus-wide events management and ticketing system
- Implemented a campus-wide facility use and management program

EDUCATION

Master of Business Administration, Finance - Chapman University

Bachelor of Arts, Industrial Sociology - California State University, San Bernardino

CERTIFICATES, LICENSES, & COMMISSIONS

Integrating Agile & Change Management, Prosci, May 2020

Six Sigma Black Belt, Villanova University, April 2018

Six Sigma Green Belt, Villanova University, November 2017

Graduate Certificate - Business Management Institute, Western Association of College & University Business Officers Intensive, graduate-level, four-year leadership, and management program for business officers in higher education.

Major course work in:

- Human Resource Management
- Identifying and Assessing Risk Exposure
- Fund Accounting
- Building High-performance Culture
- Communicating Financial Information
- Strategic Planning and Implementation

Certificate, 2011 Lean Process Improvement - Western Association of College & University Business Officers (WACUBO)

Certificate, 2010 Strategic Planning & Resource Allocation - WACUBO

APPLICATIONS, TOOLS, & FRAMEWORKS (PROFICIENCY)

Agile	Prosci's Adkar Model	Six Sigma
Kanban	Scrum	Waterfall
Domain-driven Design	Continuous Integration	Feature-driven Development
Microsoft Excel (Intermediate)	Microsoft PowerPoint (Advanced)	Microsoft Word (Advanced)
Microsoft Visio (Advanced)	Microsoft OneNote (Advanced)	Microsoft Project (Intermediate)
Microsoft SharePoint (Intermediate)	Atlassian Jira (Intermediate)	SDLC (Software Development Lifecycle) (Intermediate)
Atlassian Confluence (Intermediate)	Adobe InDesign (Beginner)	Microsoft Azure DevOps Server (Intermediate)
Google Docs (Intermediate)	QuickBooks (Intermediate)	Microsoft Teams
Microsoft OneDrive	Google Workspace	Slack
Skype	Amazon Chime	Zoom

VOLUNTEER SERVICE

Master (President), **Redlands Masonic Lodge** 2020-2022

Board Member, **Redlands Masonic Lodge Temple Board Association** 2016-2022

Commissioner, **San Bernardino County District Attorney's Community Commission** 2019-2021

Senior Warden (1st Vice President), **Redlands Masonic Lodge** 2019-2020

Senior Deacon and Head Candidate's Coach, **Redlands Masonic Lodge** 2016-2018

Co-chair, Professional Development Workshop Committee, **Western Association of College & University Business Officers** 2013-2014

- Led committee in the development and execution of a variety of professional development workshops throughout the Western U.S., including:
 - Budgeting & Strategic Planning
 - Lean Process Improvement
 - Business Continuity Planning & Emergency Management

Member, Annual Conference Program Committee(s) (2014 & 2015) - Western Association of College & University Business Officers

Collaborated with ten fellow committee members to identify appropriate and meaningful content for annual conferences anticipated to draw more than 700 attendees

Special Projects - Western Association of College & University Business Officers

- Developed a program for granting continuing professional education credits, ensuring compliance with the National State Boards of Accountancy and the American Institute of Certified Public Accountants
- Developed a system for scanning and tracking event participants to grant continuing professional education credits
- Responsible for the selection of a mobile application developer for the organization's various events

Webmaster, www.wccomprehensive.org (2011-2014) - West Coast Comprehensive Institutions

- Designed and managed all aspects of the organizational website and served as a source of institutional knowledge for annual meeting conveners