

SUMMARY

Experienced Coach, Business Owner and Six Sigma Certified Leader with an MBA who has unified people with purpose, positive energy, enthusiasms, selflessness, authenticity, accountability and vulnerability. Collaborative communicator skilled at building, developing, managing and mentoring culturally diverse teams. Creative leader with proven abilities to coach, develop and implement mission-critical strategies in response to client initiatives and cost savings objectives. Measurably improved core business processes by utilizing expertise in business process analysis, customer needs identification, application requirements definition, co-sourcing, training, Agile and Waterfall project management methodologies.

KEY QUALIFICATIONS

- Conscious Capitalist
- Program and Portfolio Management
- Training Development and Delivery
- Certified Coach
- Requirements Identification
- Team Development
- Has fun
- Schedule Development
- Risk Management
- Process Improvements
- Listener
- Customer Management
- Root Cause Analysis
- Outsource Management
- Six Sigma Green Belt

PROFESSIONAL EXPERIENCE

KEATS COACHING, Arizona

2019- Present

Owner

Keats Coaching offers coaching, speaking and integration guide services. Individuals and companies come to Keats Coaching because they are in transition but stay because they see life and leading can be easy with a confidential, trusted, unbiased and nonjudgmental person who has their back.

- Conscious Capitalism company who elevates those we interact with
- Meet clients exactly where they are in life
- Work with clients to understand and live the life they want
- Provide tools and actions to shift mindsets
- Values vendors as trusted collaborators
- Lives by the culture that people matter most by serving, genuinely being positive, solution focus, trusting, passionate and authentic

UTOPIA EXPERIENCES, Arizona

2018 – 2019

Owner

As the owner of the company, I focused on strategies and improvements for the new business that acquired customers and employees from a business that was closing. We provided relocation services for nationwide customers who were on temporary assignments in remote areas. We assisted with travel and lodging needs as they medically served communities in need.

- Created strategies for growth and process improvements
- Designed, created and delivered training to employees for process improvements
- Coached employees and customers through the transition of changing companies
- Created and led a culture of trust, service centric, respect, purpose, solution orientated and empowerment

BANNER HEALTH Phoenix, Arizona**2014 - 2018**IT Project Manager Consultant

As a Project Manager Consultant, I work with all levels of the organization across diverse areas providing leadership and consistent use of the standard tools and methodology of the Project Management Office.

Responsible for project scope, quality, schedule, high-risk projects and multi-facility projects, programs, portfolios and managing relationships.

- Designed, created and delivered project management training for other Banner department
- Led Portfolio, Program and Project Management for the Supply Chain organization which focuses on Banner wide process improvements
- Determined and define customer needs for project intakes
- Built a collaborative team environments with Banner Medical Group as a Relationship Manager
- Supported a team who has received praise across the organization in various C Suites for their stewardship, organization, expertise and delivery of an optimization project (FBO83b) to make their coworkers successful
- Led a program (Sleep Study) to create a new department which included population health, telehealth, introduction of services to the Arizona market
- Led confidential and highly employees sensitive project (Epic Support) by building trust, credibility and cadence to introduce new team members just in time to keep us on schedule

WASTE MANAGEMENT Phoenix, Arizona**2012 - 2014**Project Manager

As a Program Manager, I was recognized across the organization for business expertise and sought as a resource for unique problems. Provided the highest level of business expertise while conducting process analyses, needs assessments and preliminary cost/benefit analyses in an effort to align information technology solutions with business initiatives.

- Led a project to consolidate 21 call centers nationwide into one location while standardizing processes
- Led adoption activities (facilitate meetings, schedules, accountability, identify gaps and process or technical solutions) with leaders to prepare their sites to implement the 1A OTC program
- Built collaborative team environments with customers
- Determined and defined customer needs for project prioritization
- Worked with the training department to create or update training material and deliver training for process changes

CORINTHIAN COLLEGES, Tempe, Arizona**2011 - 2012**Divisional Director of Process Improvement

As the Divisional Director of Process Improvement, I was a change leader and teacher/mentor on the application of Process Improvement tools. Interacted at executive, middle and front-line levels stimulating innovative thinking by posing new ways of doing things and challenging conventional wisdom. Gathered facts and information from various perspectives to make knowledgeable decisions or recommendations.

- Managed staff and mentored others in career selections, personal growth, motivation, advanced skill development and participated in evaluating up and coming leaders in the organization
- Led an Administrative Service Organization project creating a sub company to outsource core competencies in Admission, Student Finance, Student Services and Career Services
- Evaluated Placement and Retention issues by collecting, analyzing and developing recommendations to become compliant with Accreditor standards
- Created and trained standardized project tools, templates and a methodology for consistent department utilization
- Analyzed Corrective Action Plans of audit findings with General Managers and Business Owners to identify root causes, sustainable solutions and appropriate controls to prevent or detect future findings
- Produced company events such as quarterly Town Halls meetings, Student Interviews and employee events, including contract negotiations with vendors, script writing, timing, participant preparation and coordination of the events

APOLLO GROUP, Tempe, Arizona**2010 – 2011**Manger of Continuous Improvement

In this role, I was responsible for managing the implementation of multiple business, high risk or cross functional enterprise initiatives throughout the company. I utilized a vary of methodologies, concepts and tools on a daily basis including Six Sigma, Program Management (SEI CMM), Project Management, Agility, project charters, process maps, risk assessments, control plans, project plans, communication plans, RAPID and RACI. Some duties include:

- Managed direct reports by creating a team of collaboration, empowerment, expectations, transparency, customer service along with utilizing a performance management system for reviews
- Led the eLetters project which had an objective of reducing returned mail issues with an expected savings of \$1.2 million in postage alone. This project included the coordination of a multi-system team
- Assisted with the implementation of a standardized Program Management methodology by mentoring project leads, business owners and project teams with project management and process improvement methodologies, concepts and tools, managing Project Lead resources, and identifying opportunities for process improvement
- Worked with the training department to create or update training material and deliver training for process changes

EDUCATION 2020, Scottsdale, Arizona**2009 –2010**Director of Operational Excellence

In this role, I was responsible for developing, implementing and leading an operational excellence strategy to improve company infrastructure, document and assess current processes and procedures, facilitate and drive change, identify process and performance improvement opportunities, create a robust process for selecting, scoping and prioritizing projects and deliver results. Specific results included:

- Initiated and facilitated company Vision, Mission and Goal & Objectives activities (including data collection sessions) to improve organizational effectiveness, create common vision and align department resources
- Developed and implemented a comprehensive Program Management strategy utilizing standard PM concepts integrated with Six Sigma tools including Process Maps, SIPOC, FMEAs and Control Plans
- Designed, created and delivered training about the new tools to leaders and teams
- Standardized and documented the Publishing process to create consistent departmental throughput and created recommendations to achieve the company goal of zero errors
- Assessed and analyzed Standards Alignment solutions optimizing department workloads by 30%

MORPHEUS BROWN LLC, Phoenix, Arizona**2005 –2009**Vice President & Owner

As VP, I was responsible for Business Process Improvement and Project Management helping clients improve efficiency, customer satisfaction and quality while reducing costs. My responsibilities included meeting with potential and current clients, reviewing contracts, leading projects, managing suppliers, facilitating training, research and concept development, understanding customer requirements and creating solutions, planning events and identifying ways to promote Morpheus Brown. Clients included small/medium businesses, State and Local agencies and private individuals. Contracts included:

- Television Production Company – developed process documentation for producing a TV show, created work instructions and standard templates, managed show resources including the talent, provided quality control, recorded taping time codes/edits/notes and implemented lessons learned for a second show in another city
- Wind Energy Company - developed Business Plan, created job descriptions, researched competitors, energy partners and industry best practices, facilitated weekly meetings and managed project schedule
- State of Arizona – assisted with development of the proposal in which we were awarded a two year contract to train State employees in Six Sigma and Organizational Development methodologies including a 1 day Six Sigma Overview, 2-3 day Green Belt, Leadership training, Myers-Briggs, Teambuilding and other training

HONEYWELL INTERNATIONAL, Phoenix, Arizona**1997 – 2005**IT Project Manager

2003 –2005

As the project focal point, I was accountable for measurable improvement to external customers' user experience in collaboration with our outsourced partner in India and local internal customers.

- Efficiently managed successful implementation/integration of MES documentation by India

Manufacturing Engineer

2001 – 2003

In this role, I developed/refined manufacturing operations by defining business requirements for factory automation and reengineering processes.

- Improved productivity across 14 operation lines and two businesses as a Leader of MES Project
- Manufacturing Green Belt Team member that contributed to \$431,859 operating income savings by standardizing work instructions that reduced non-value added work
- Reduced scrap and rework 90%, saved \$45K in operating income annually and achieved Green Belt Certification as member of Ball Grid Array Installation Process Project

Business Analyst

1999 – 2001

As a business analyst, I was responsible for analyzing manufacturing/business processes to determine MES requirements.

- Developed/delivered customer training for 750 MES users, across 14 operation lines and two businesses, by creating user manuals and training materials

Staffing Administrator

1997 – 1999

In this role, I was responsible for developing and implementing a new hire process - First Day Process - that accelerated employee productivity.

- Achieved 80% reduction in new employee "down time" by evaluating/deploying new hire procedures including Information Technology, Security, Facilities, Export/Traffic and Human Resources processes
- Integrated Buddy System into First Day Process

EDUCATION**Coach Graduate, 2019**

Coach U, Portland, Oregon

Masters of Business Administration in International Business, 2003

University of Phoenix, Phoenix, Arizona

Bachelor of Science in Management Information Systems, 1998

University of Arizona, Tucson, Arizona