

PROFESSIONAL PROFILE

Extensive operational experience in project management, quality management systems, and organizational transformation. Excels in the areas of talent management assessment, business process performance improvement, developing performance improvement strategies and metrics, and implementing continuous improvement initiatives to ensure sustained success.

Internationally certified Auditor of ISO9000 based quality management systems. Actively pursuing Six Sigma Black Belt certification through the American Society for Quality. Proficient in group facilitation and conflict resolution of culturally diverse and geographically dispersed project teams. Understands the importance of clarifying and quantifying customer requirements at the onset of a project in order to craft a comprehensive win-win strategy. Developed and conducted project and quality management system training courses for internal use. Trained over 400 internal auditors in quality management systems auditing strategies and techniques. Maintained a U.S. government security clearance of "Secret" while on assignment at the Norfolk and San Diego Naval Stations.

A highly adaptable professional possessing a unique combination of project/program management, quality management systems, business process improvement, communications, and training expertise balanced with information technology, manufacturing, and healthcare sector experience committed to creating bottom line value through organizational development and transformational maturity.

CORE COMPETENCIES and INDUSTRIES

- Program/Project Management
- Business Process Improvement
- Information Technology
- Quality Management Systems
- Communications
- Manufacturing
- Organizational Transformation
- Training
- Healthcare

RELEVANT EXPERIENCE

EDS Electronic Data Systems	<p>A leading provider of professional information technology services offering one of the industry's broadest portfolios of information technology, applications, and business process outsourcing services to clients globally.</p> <p>Internal Business / Quality Management Systems / Project Management Consultant3/95 - 12/08</p> <ul style="list-style-type: none"> ▪ Provided continuous improvement, quality management, and project management expertise to internal business units and client accounts to assure optimized delivery performance and customer satisfaction.
EDS Global Testing Practice	<p>Project Manager - Enterprise Service Management Client Acceptance Testing 8/08 - 10/08</p> <ul style="list-style-type: none"> ▪ Defined and implemented a standard global ESM CAT process and supporting documents ▪ Assessed global teams and process performance, identified areas for improvement, implemented activities to transform overall team performance ▪ Established and maintain an ESM CAT knowledge center website to facilitate team collaboration <p>Project Manager - GM OnLine Organization Development & Change Management Office 8/07 - 8/08</p> <ul style="list-style-type: none"> ▪ Project management of organization change management and continuous improvement initiatives, e.g.; Upgrade of the Desktop News and Information application, eRoom Migration to SharePoint (MOSS 2007), adaptation of the Service Desk Entry Point application, and website refresh ▪ Facilitated business process definition and improvement; End User Communication process, EDS Internal Communication process, Management of Change process, and supporting documents ▪ Led continuous improvement initiatives, e.g.; developed tools for reporting client metrics, developed a MS Access based application for communications capacity management planning and forecasting <p>Project Manager / Trainer – Internal Business Process Improvement Projects 10/05 - 7/07</p> <ul style="list-style-type: none"> ▪ Planned and managed continuous improvement of internal EDS Global Testing best practices for business planning, development, and execution/delivery ▪ Identified, tracked, and reported on key project launch activities for an EDS Applications Delivery Global Quality Management System internal project ▪ Revised PRTS training materials and conducted training for EDS South American business units
EDS Global Testing Practice (continued)	<p>Metrics Analyst - GM Flex Card Account..... 3/05 - 6/05</p> <ul style="list-style-type: none"> ▪ Identified, tracked, and reported on key test case performance criteria in support of a client account credit card product launch ▪ Developed and implemented a new project summary report for obtaining client review and approval

EDS Capability Center Quality Management System Consultant 2/99 - 01/05

- Defined, implemented, and managed the implementation of ISO9000 based quality management systems within multiple EDS business units including the Navy Marine Corp. Infrastructure-Information Strikeforce (NMCI-ISF) account
- Responsibilities included; development and implementation of required processes, directing quality teams, conducting internal auditor training sessions (trained 400+ Internal auditors), and reporting program status directly to business unit leadership at regular intervals

EDS Project Management Consulting Group Project Planning Specialist - GM Advanced Technology Vehicles (GMATV) Account 3/95 - 02/99

- Defined, implemented, and managed the project plans for the EV1 and PNGV vehicle programs
- Reported progress and status to the GMATV Program Engineer weekly
- Successfully developed applications for tracking vehicle program action items and process implementation progress

PREVIOUS RELEVANT EXPERIENCE

Roles and responsibilities garnered from manufacturing, personnel placement, and healthcare sectors ;

- Quality Manager for the implementation of an ISO9000 certifiable quality management system
- IT Operations Supervisor for a personnel placement firm
- Maintenance Management Consultant to the Ford Motor Company Stamping Facilities
- Senior Project Planner to the GM Flint Automotive Division
- Facilities Management Consultant to automotive, healthcare, and pharmaceutical clients
- Engineering Assistant to the Director of Engineering of a Detroit Medical Center hospital

EDUCATION

Ferris State University - Big Rapids, Michigan

- Bachelor of Science Degree - Business Administration
- Associate of Applied Science Degree - Electrical Power Technology

CONTINUING EDUCATION

- American Society for Quality: Six Sigma Black Belt course
- American Society for Quality: Auditing Fundamentals II course
- American Society for Quality: Auditing Fundamentals I course
- Stat-A-Matrix: Failure Mode Effects Analysis (FMEA) course
- Eagle Group: ISO9000 Auditor/Lead Auditor course

CERTIFICATIONS and AWARDS

- RABQSA certified ISO9001 Quality Management Systems Auditor 2006 - Present
- American Society for Quality Certified Quality Auditor..... 2002 - Present
- Project Management Institute - Great Lakes Chapter Project of the Year "EV1 GM Electric Vehicle"..... 1996

PROFESSIONAL AFFILIATIONS

- American Society for Quality February 1999 - Present
- Project Management Institute February 1998 - Present

SOFTWARE APPLICATIONS

- Microsoft Word, Excel, PowerPoint, Visio, Outlook, Access, and SharePoint
- PM - Project, Primavera, Open Plan
- HP Quality Center