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## EXECUTIVE SUMMARY

Technical communicator that is a Certified Manager of Quality/Organizational Excellence and a Certified Lean Six Sigma Green Belt (CLSSGB). Excels at unpacking complex issues affecting organizations through documentation and collaboration to enhance overall business effectiveness, cohesiveness, and professionalism. Lead multiple communication efforts for strategic, complex initiatives. Proven success in developing employee engaging programs and delivering change management communications.

## EDUCATION

### ARIZONA STATE UNIVERSITY 2011 – 2017

- Master of Science (MS) in Technical Communication with Minor emphasis in Educational Technology (2017)
- Bachelor Applied Science (BAS) emphasis in Technical Communication and Operations Management (2013)  
(Awards: Dean's List Recipient - Golden Key International Honour Society, Summa Cum Laude, 3.81 GPA)



### RIO SALADO COMMUNITY COLLEGE 2006

- Associate Applied Science (AAS) emphasis in Quality Customer Service Dual Certification in Telecommunications Customer Service and Quality Customer Service (Awards: President's List, Honor Roll, 3.66 GPA)

## CERTIFICATIONS

**ASQ CERTIFIED MANAGER ORGANIZATIONAL EXCELLENCE (CMQ/OE), 52913**

**CERTIFIED LEAN SIX SIGMA GREEN BELT (CLSSGB)** - Certified by Master Black Belt, Dr. Gerald Polesky

**HCI STRATEGIC WORKFORCE PLANNING CERTIFICATION**

## FUNCTIONAL EXPERIENCE

### COMMUNICATIONS / MARKETING (10 YEARS)

- Developed and design revised marketing vision for 2017 Career Expo to include connections to existing programs such as RStars, R3 Initiatives, and Wellness initiatives.
- Communication with Vice Presidents for several strategic initiatives to solicit buy-in, support and/or developing process changes.
- Performed competitive market research to guide cross-functionally driven advertising campaigns for Welcome Wagon, facilitation of safety best practices and lean initiatives for ASQ.
- Designed marketing and lead a strategic campaign for a safety program, including e-mail change communications, newsletter development and generation (published & distributed monthly) and formal presentations of program to participants.
- Negotiated contracts with printing vendors for services and collaborated on the design elements for effective multi-media distributions.
- Website Chair, developer and marketer for ASQ Lean Enterprise division, creating connections to social media for regular updates.
- Developed cohesive documentation standards in Sharepoint and increased effectiveness through the use of workflows.
- Documented policies and procedures, implementing standards, cohesiveness while utilizing existing style guides and available repositories.

### INSTRUCTIONAL DESIGN/TRAINING (5 YEARS)

- Using reverse instructional design techniques, created a Lean Thinking workshop course for students and workplace professionals to expose them to Lean concepts and processes.
- Presented the workshop to Tec de Monterrey students for Arizona State University Ira A. Fulton Schools of Engineering as an external facilitator as well as for the ASQ World Conference for over 80 attendees.
- Developed and led training programs for call center and inside sales employees, along with consultative sales training for field Account Executives.

### **PROJECT MANAGEMENT (10 YEARS+)**

- Set vision of end-state goals and devised layered implementation initiative incorporating cross-functional collaborations to deliver on multi-state work consolidations, internal restructuring projects, and system implementation execution projects.
- Change management communications that included regular e-mail digest updates as well as utilization of SharePoint intranet site to create a one-stop information hub.
- Identified and initiated risk mitigation through project details collaborating with Compliance, Internal Audit, and Human Resources personnel.
- Negotiation of project deadlines to keep project on track throughout holiday disruptions.

### **LEADERSHIP (20 YEARS+)**

- Created and led teams of up to 20 for over 20 years.
- Creation of call center metrics in alignment with industry benchmark standards to achieve corporate initiatives.
- Implemented quality assurance policies and feedback system to create uniform service levels while improving skills of the team.
- Developed recognition programs to include rewards and compensation packages that incentivized desired behaviors.
- Motivated employees to create innovative solutions, stretch skill sets to prepare them for future roles.

### **INFORMATION TECHNOLOGY (10 YEARS+)**

- Collaboration on software integrations to deliver IT solutions to business problems.
- Created end-user manuals for complicated systems with non-user friendly steps, including out of the box solutions such as videos.
- Developed new workflows and systemic tools to automate processes to improve business operations.

### **PROCESS ANALYTICS/ANALYSIS (10 YEARS)**

- Through SWOT, root cause analytics, and direct process observations, aligned business processes.
- Identifying and maximizing effectiveness through integration with existing systems and resources.
- Developed auditing processes to eliminate redundancies, training needs and system failures.
- Created an entire metrics reporting strategy for a transportation fleet, utilizing macros, formulas, pivot tables along with integration with Tableau, JD Edwards, and TMW systems.
- Analyzed development programs performance over a five-year period to validate effectiveness.
- Generated report analysis on processes with recommendation for immediate and future improvements to enhance cost savings to the business and fine tune business process to align to corporate strategies.
- Developed retirement coding system to enable better cross referential analysis of retirement risk to develop mitigation tactics for workforce planning.

### **EMPLOYMENT HISTORY**

**ARIZONA STATE UNIVERSITY – Writer’s Studio**      **1/2018 – Present**      **Online (Part Time) ( Arizona )**  
Faculty Associate

Instruct and engage students in rigorous, online first-year or second-year composition curriculum, prepare course materials, evaluate student work, and hold office hours to assist students. Each section usually engages between 25-50 students.

**ARIZONA STATE UNIVERSITY – Writer’s Studio**      **11/2011 – 12/2017**      **Online (Part Time) ( Arizona )**  
Writing Mentor/Writing Fellow

Instruction and facilitation support of adjunct faculty of First-Year Composition students. Scope of work included holding mentoring sessions via Adobe Connect or Google Hangouts to provide big picture feedback related to “real-world” multi-modal project work. Collaborated with faculty of grading of discussion board posts and other invention assignments related to the project work. Strong focus on WPA outcomes, Habits of Mind and design principles. English 101, English 102, English 105

Coach and instruct students through the certification process for a Lean Green Belt through online professional development course offered through the Office of Global Outreach and Extended Education in the Ira A. Fulton Schools of Engineering. Developed supplemental materials to bridge the information gap between course materials and real-world application of lean. Reviewed invention work submissions for quality and effectiveness of the work related to the certification requirements. Led all course orientation sessions, one on one coaching and feedback sessions, along with final certification decisions. Developed a Lean Thinking workshop to guide participants through the introduction to Lean.

Delivered workshop to Tec de Monterrey.

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**RAYTHEON MISSILE SYSTEMS**  
SR. TECHNICAL SUPPORT ENGINEER I

**03/2016 – Present**

**Tucson, Arizona**

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Responsible for day-to-day operational requirements within multiple engineering labs, compliance and improvement will be particular focus areas. Includes the implementation of key strategic projects.

- Developed inventory management programs that allowed better visibility to labs.
- Project manager of the Career Expo. 1000K + attendee, coordinating over 50 booths and 200 representatives, creating a revitalized vision, concept and accountable for successful execution.

Sr. HRIS Workforce Planner

- Developed a retirement coding system by which many factors are assessed to assign a risk level to allow dissemination of retirement information to the businesses and functions without the need to disclose names or additional protected details, but allowing businesses and functions to begin knowledge transfer and talent reviews processes proactively.
  - Created a single report database for headcount and terminations in an effort to align HRIS processes and prevent analytic variations due to report filter differences.
  - Generated retention strategy proposal and created a complete strategic process to handling all areas of retaining talent.
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**WESTERN REFINING**  
PROCESS ANALYST

**05/2011 – 03/2016**

**Tucson, Arizona**

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Provides lean analysis, support and project management organization to the Wholesale Transportation organization in an effort to drive process improvement efficiencies. The role maintains a deep knowledge of processes while working with functional leaders to drive improvement initiatives and managing major project initiatives.

- Developed and managed a Key Performance Indicator /Operational Assessment Book, delivering results for the entire fleet down to sub-fleet and terminal levels, allowing management complete visibility to operational performance on a macro and micro level.
  - Scoped and set up a training manager program, created a streamlined process of tracking and reporting training activities.
  - Developed and implemented a tracking system for DEF products, which yielded a minimum corporate savings of \$35,639 up to \$59,398 annually.
  - Launched and managed a quality audit team to monitor root cause tracking and communicate additional inefficiencies and corrective action to field, terminal and corporate personnel.
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**WESTERN REFINING**  
SUPERVISOR, CUSTOMER SERVICE

**07/2008 – 05/2011**

**Tucson, Arizona**

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Created a paradigm shift to generate effective knowledge sharing through introduction of a knowledge management culture and lean processes. Directed two team leaders; monitored team activities of 17 direct and indirect reports in an order entry focused inbound/outbound customer service call center environment. Reported to senior management logistical call center achievements, while focusing on workforce management including coaching, hiring, disciplinary actions and all call center logistics.

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- Increased team's order entry activity by 40% while maintaining a 99.4% accuracy rate.
- Developed training database, including an online knowledge management system and classroom quiz program; created processes and policy training documents; 150 in a year and half.
- Designed and implemented a quality assurance monitoring system; improved quality from 88% to 95% over four months.

**MOVE, INC. - MANAGER, INSIDE SALES**

**05/2004 – 07/2008**

**Scottsdale, Arizona**

**AT&T - ASSISTANT STORE MANAGER**

**08/1993 – 09/2003**

**Mesa, Arizona**

### **VOLUNTEER**

***Website Chair, American Society of Quality (ASQ)- Lean Enterprise Division***

***Co-Membership Chair, American Society of Quality (ASQ) – Phoenix Section 704***

### **CONFERENCES**

***NCPTW – National Conference on Peer Tutoring and Writing – Panel Presenter, November 2015***

***ASQ World Conference on Quality - Workshop Presenter – “Lean Thinking”, May 2016***

### **SOFTWARE SKILLS**

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| <ul style="list-style-type: none"> <li>• Microsoft Office Word, Advanced, Excel (Power user), Access, Visio, PowerPoint, Outlook, SharePoint Admin (Rshare)</li> </ul> | <ul style="list-style-type: none"> <li>• Adobe Professional, Illustrator</li> <li>• Telephony: Cisco Workforce Management, Lucent Centre Vu</li> <li>• PDS – Supply System</li> </ul> | <ul style="list-style-type: none"> <li>• Analytics: Tableau, Cognos (HRDW), PeopleSoft, Succesfactors (SAP)</li> <li>• Learning Platforms: Blackboard, E-College,</li> </ul> | <ul style="list-style-type: none"> <li>• Website: Weebly, Wordpress</li> <li>• Social Media (Twitter, Facebook, LinkedIn)</li> </ul> |
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