

SENIOR EXECUTIVE

Strategic visionary focused on serving as the Integrator for the leadership team. Skilled in leading teams through challenging times, domestic and international relationship management, operational excellence using Lean and Six Sigma methodologies, and performance management. Demonstrated history of creating business value and leading organizational change using statistical analysis, risk mitigation, budget forecasting, resource management, training program design and facilitation, and operational assessment and system design. Solution-oriented engineering professional with over 18 years of process improvement and project management experience in aviation, government, and transportation and logistics. Excels at new talent acquisition, creating diversity, and operationalizing equity and inclusion.

- **Project Management** ▪ **Program Management** ▪ **Business Administration** ▪ **Budget & Cost Control**
- **Strategic Planning** ▪ **Performance Management** ▪ **Change Management** ▪ **Process Improvement**
- **Reporting & Documentation** ▪ **Training & Staff Development**

AREAS OF EXPERTISE

LEADERSHIP:

- Demonstrate focused leadership by developing, implementing and improving strategy, systems and improvements via continuous feedback and collaboration.
- Facilitated cross-functional working groups to accomplish city's strategic priorities and leads enterprise- special projects including the city's application for What Works Cities Platinum Certification.
- Consulted with external organizations in multiple sectors to ensure strategic alignment and coordination of resources to accomplish objectives.
- Served as an Internal Consultant for all Louisville Metro Government departments in support of strategic planning, performance management and continuous improvement.
- Facilitated cross-functional teams to coordinate facility and equipment relocations.

OPERATIONAL IMPROVEMENT:

- Develop systems to support enterprise-level transformation in all operational and support areas of FMS.
- Re-launched Louisville Statistics, the city's performance management program to improve automation, performance measurement, strategic planning, and reactive problem solving.
- Co-developed the city's first data academy focused on enhancing employee skills to support data-driven decision-making and overall enterprise training and talent management strategy.
- Designed and piloted system standardizing the management of Metro Government's \$6M capital project portfolio; collaborated with department managers creating successful training program and roll-out.
- Developed comprehensive strategy to support equitable purchasing policies, drive project management standardization and enhance violence prevention work.
- Identified root causes of workflow failures to recommend cost-effective design changes and resources.
- Increased scheduling efficiency and supported flight crew daily operations by creating near real-time reporting.

STAFF DEVELOPMENT & TRAINING:

- Masterful recruiting and networking techniques leading to increased employee upward mobility and retention ensuring high-level employee attraction and a diverse workforce at all levels.
- Managed technicians on rotating shifts to ensure 24/7 flight crew coverage in accordance with regulatory and contractual guidelines.
- Increased morale and minimized turnover rate through effective two-way communication and respect providing a healthy, positive environment that allows employees to succeed.

COMPLIANCE:

- Worked closely with senior level management to identify significant findings of audits and submit recommendations. Recommended follow-up and special audits based on risk and current trends.
- Facilitated restructuring of airline auditor training program based on regulatory and business requirements.
- Developed key performance indicators (KPIs) and reporting to support multimillion- dollar FAA initiatives.
- Created baseline performance metrics to implement Safety Management System strategy as part of FAA voluntary program.

ANALYTICS:

- Examines performance trends to determine areas for improvement and raise performance expectations.
- Demonstrated decisive decision making in conceptualizing and prioritizing key metrics and related impact on city functioning in support of timely economic recovery.
- Analyzed operational flight data to develop and implement staffing plans to cover long-range flights.

PROFITABILITY:

- Oversees budget process and allocation while balancing total resource needs and aligning strategic planning processes for increased efficiency and cost avoidance.
- Developed and revising district metrics to measure service, cost, and performance.
- Monitored budgets, inventory, staffing, and equipment for over 30 operational locations.

COMMUNICATION:

- Communicate organizational strategy and translate into functional daily operations while eliminating duplicative processes and standardizing reporting across departments resulting in increased efficiency.
- Supported vendor operations for aircraft maintenance in six locations globally.

PROFESSIONAL EXPERIENCE

FACILITIES MANAGEMENT SERVICES, Louisville, KY <i>President</i>	2021 – Present
LOUISVILLE METRO GOVERNMENT, Louisville, KY <i>Chief of Performance Improvement</i> <i>Senior Process Consultant</i>	2019 – 2020 2017 - 2018
UNITED PARCEL SERVICE (UPS), Louisville, KY <i>Air Region Operations Excellence Manager</i> <i>Internal Evaluation Program Manager</i> <i>Flight Operations Industrial Engineering Manager</i> <i>Crew Scheduling Supervisor</i> <i>Airline Safety Supervisor</i> <i>Aircraft Maintenance Industrial Engineer</i>	2016 – 2017 2015 – 2016 2014 – 2015 2013 – 2014 2012 – 2013 2011 – 2012

EDUCATION

- Masters Degree in Management, Indiana Wesleyan University, Marion, IN (2006)**
- Bachelors of Science in Aerospace Engineering, University of Tennessee, Knoxville, TN (2003)**
- Applied Project Management Certification – Louisville Metro Government (2018)*
- Core Consulting Skills Certification – Association of Internal Management Consultants (2018)*
- Masters Certificate of Business Analytics – Michigan State University (2017)*
- Six Sigma Green Belt – University of Michigan (2007)*