

Strategic Management/Process Improvement/Program Development

I'm a leader in identifying key value initiatives & defining metrics to improve operating performance, support decision making & fostering a lean continuous improvement environment. I have proven success in program management, change management, field operations, assessment of existing/potential markets, development of product strategies, defining promotional activities and executing product launch campaigns. As a recognized top performer, I want to exploit my experience and talent to join your team, providing innovative solutions to your areas of concern.

Project Planning & Implementation
Lean Process/Quality Improvement
Change Management

Resource Planning & Scheduling
Staff Retention & Team Building
Program Management/Development

Brand/Product Market Analysis
Analytical Research/DMAIC
Advanced Spreadsheet/Database Usage



The Ohio State University
Max M. Fisher College of Business - 2006
Bachelor of Science in Business Administration & Operations Management

Villanova University
Six Sigma Black Belt – 2011



BFG Communications, - Tampa, Florida
Program Manager, 2009 – 7/2010
Senior Market Manager, 2008 - 2009
Market Manager, 2006 - 2008

2006 – 2010

- Coach & Mentor Market Managers in operational procedures, field operations and their participation in the development & execution of client brand development projects
- Administrative & technical supervision of staff to ensure compliance of standards operating procedures
- Direct program audits, analyzing data, identifying market trends to improve manpower baselines, operational reviews and market performance efficiency reports
- Research opportunities for improvements, assist leadership with prioritization, and work with project teams and other senior leadership members to establish and implement potential management solutions
- Initiate market projects based on analytical findings. Achievements include but are not limited to the following:
 - Collaborated with senior management on root-cause analysis relating to ineffective process design. Resulted in a continuous improvement strategy based on end-to-end process re-design & control checks
 - Used Six Sigma principles to improve labor relations reducing employee turnover by 130% with in the 1st year of employment. Participated in efforts to benchmark standard operating recruiting practices with senior management & quality training managers.
 - Conducting research on consumer satisfaction, product utilization & brand awareness for the development of new products and or update current product line attributes
- Identify and support the development of new product capabilities & marketing initiatives to support the strategic direction of each client's brand strategy
- Responsible for the development of long-term client relationships & building brand loyalty networks
- Negotiate contracts, adding new territories while eliminating prior under performing market segments related to enhancing our client's consumer brand image, reaching targeted audiences and retail product placement
- Manage administrative duties including: program budgets, proposal writing, inventory forecasting & utilization, creating schedules, recruiting, approving expenses reports, asset management & delivering training/client presentations
- Achieved an average of 115% of market revenue goals each year. I was recognized as a Top Performer from 2007-2010

Countrywide Financial – Tampa, Florida
Collateral Analyst

2006

- Reviewed & accurately analyzed non-conforming, government & equity loans
- Valued collateral pledged by member & non-member borrowers to secure line of credit

Turkish American Association of Columbus Ohio
Executive Board Member

2005 - 2006

- Nominated & elected to serve on an 8-member Decision Making Committee
- Community Relations Analyst & participated in program development projects
- Supervised budget spending & solicited both member prospects & program funding