

OPERATIONS MANAGEMENT

Proactive action oriented service leader has a demonstrated history of directing and optimizing processes for complex operational functions. Knowledge Broker is trusted by global stakeholders as a key leader, creative problem solver, and lessons learned sponsor. Change management champion, with the critical ability to gain buy-in and cooperation on major initiatives. Spearheaded continuous improvement initiatives with cross functional support teams in order to drive gained efficiency in order to meet delivery on immediate and long-term goals.

CORE COMPETENCIES

- Service Quality & Customer Service
- Tap Root Investigations
- Best Practices & Lesson Learned
- Quality Management Systems
- Knowledge Management
- Global Collaboration
- Significant Incident Reporting
- Team Building
- Consensus Building
- KPI Metrics Reporting
- Non Productive Time
- Cost of Poor Quality
- Operational Excellence
- HSE & Risk Management
- Management of Change
- Stop Work Authority

PROFESSIONAL EXPERIENCE

KNOWLEDGE BROKER

9/2014 – 2/2016

Halliburton Energy Services

Carrollton, TX

Challenge: Revamp existing Knowledge Management Portal. Improve Information Sharing and Global Collaboration. Improve Global Inventory Management. Create a repository to store and retrieve Global Tap Root Lessons Learned and Best Practices.

Actions: Benchmarked existing site and gathered information from stakeholders and global users. Defined user's needs based on job roles. Aligned like kind workflows with new category definitions for enhanced workflow. Engaged with cross-functional departments and consensus building support teams to confirm strategic alignment. Presented the strategic project objectives to our service quality team and share point developer for the final design and workflows. Created the Statement of Purpose, training presentations, and webinars needed to launch the new Knowledge Management Community.

Results: Two hundred links were consolidated into six category alignments for simplified user workflows. Tap Root Causal Factors, Corrective Actions, and Lessons Learned are now collected and shared globally.

A Significant Review Board was created to help drive down the COPQ. Four new collaboration tools were added to help improve global information exchange and increase operating margins. A 20% increase in site usage was observed one month after launching the new design. Global Operations now has site for all functionality.

Engaged with Regional Managers, Country Managers, Service Quality Managers, Product Managers, Global Advisors and Performance Development Coordinators for consensus building in order to have finished product that would have global functionality for all users within the organization. The final result being having a Knowledge Management Community that is truly a Global Collaboration Tool

SERVICE COORDINATOR

8/2013 – 8/2014

Halliburton Energy Services

New Iberia, LA

- Challenge:** Manage the day to day operations of service crews out in the Gulf of Mexico. Ensure direct reports operate within the scope of QMS, HSE, Design of Service, and have the level of demonstrated competency for flawless job execution.
- Actions:** Responsible for the supervision of the day to day operations of staff and processes in order to meet customer objectives. Daily activities included engaging with technical planners and advisors in Critical Well Reviews, Design of Service, and included pre and post job meetings to ensure compliance with our Quality Management System. Scheduling and coordinating jobs, health environmental safety, service quality, process compliance, training, and invoicing the customer for products and services for the Intelligent Completions Product Line.
- Results:** Generated \$10 MM of Product and Service Revenue without any COPQ assigned against the sub product service line. No lost time or Significant Incidents experienced.

MECHANICAL ENGINEERING TECHNICIAN

2010-2013

Halliburton Energy Services

Carrollton, TX

- Challenge:** Provide Technical and Project Management Support with Technology Team
- Actions:** Experience in the assembly and testing of electro-mechanical prototype equipment packages. Highly detailed involvement with engineering specifications, drawings, bill of materials, geometric tolerances, purchased part specifications, special services, customer specifications, certification, special orders, inspections, quality control, quality assurance, product development, procurement, and steps to maintain traceability.
- Results:** Provided expertise on projects within the scope of Research, Engineering and Development programs; multi-tasked with Ph.D.'s and cross-functional technology groups to meet project objectives for domestic and international affiliates.
Applied PMI Methodologies and Performance Review Techniques to evaluate project status. Coordinated manufacturing processes with outside vendors and sub-contracted activities to ensure timelines and project cost met planning objective requirements.
Facilitated projects and identified bottlenecks in equipment design layouts with the installation of new equipment packages and applied best practice initiatives and continuous improvement processes in order to reduce cycle times of experimental projects and technology transfer.
Conducted weekly updates pertaining to project status, timelines, and cost. Initiated and tracked AFE'S for capital expenditures for global affiliates.

APPLICATION ANALYST

2008-2010

GE Healthcare

Dallas, TX

- Challenge:** Provide world class service, technical, business, and application support for GE Healthcare Centricity Business Solutions Financial Reporting and Revenue Cycle Management.

APPLICATION ANALYST

2008-2010

GE Healthcare cont.

Dallas, TX

Actions: Identified client issues, clearly documenting cases, trouble-shooted and resolved customer issues per policy and service level agreement guidelines.

Managed queue with multiple client issues in a timely effective manner; initiated escalation process and communicated results throughout assigned customer base in a timely manner. Demonstrated experience with the understanding of the clinical workflow processes with assigned Application Support Product Line of GE Centricity Business Solutions Hospital and Large Practices and collaborated with cross functional groups and teams.

Results: Achieved Nine out of Ten Customer Net Promoter Score Ratings

FIELD SERVICE ENGINEER

2006-2008

GE Healthcare

Dallas, TX

Challenge: Provide World Class Service for technical and application support for GE Healthcare Patient Monitoring Solutions & Diagnostic Cardiology

Actions: Traveled throughout Texas providing service and installation support in a seven by twenty-four on-call environment for Patient Monitoring Solution Networks and Diagnostic Cardiology in ER and ICU environments

Demonstrated extensive knowledge in application software, networks, electro-mechanical devices, instrumentation, pneumatics, hydraulics, pumps, cooling systems, and power supplies of self-contained equipment packages

Initiated and accurately completed reporting for Field Modification Instructions, Out of Box Failures, and I-Trak process reporting meeting FDA and QMS reporting mandates

Results: Achieved the highest NPS ranking in customer satisfaction in the Texas LCT in 2007

FIELD SERVICE ENGINEER

2005

Philips Medical Systems

Dallas, TX

Provided Service & Installation Support in a seven by twenty-four on Call Environment for Clinics and Hospitals in North Texas

Performed Software Upgrades, Calibration and Preventive Maintenance on MR, CT, XR, NM, and PACS with the Field Service Engineer Team

Applied troubleshooting skill sets in the evaluation of electronic and mechanical system malfunctions related to MRI, PACS, CT, NM, and other healthcare modalities

EDUCATION

Bachelor of Arts in Business Administration, Dallas Baptist University, Dallas, TX, 1995

TRAININGS

ISO 9001 API Q1 & API Q2 • MCP • MCSE • OSHA • HAZMAT • SIEBEL • MSDS • SAP • Auto Cad 2005 Geometric Tolerances & Dimensioning • Philips MRI Equipment • GE Healthcare Patient Monitoring Solutions • GE Healthcare Diagnostic Cardiology • GE Centricity Business Solutions Application Suite for Revenue Cycle Management • MS Word, Excel, and Power Point