

# ROBERT SMITH

## Digital Project Leader

[info@qwikresume.com](mailto:info@qwikresume.com) | <https://Qwikresume.com>

Certified Care Transitions Coach. Extensive and progressive administrative experience in the operations of hospital and community based departments. Demonstrated skills in program/practice start up. Particularly effective in organizing community resources, grant management and implementing new programs. Excellent interpersonal communication and team building skills.

### **FEBRUARY 2016 - 2019**

#### **DIGITAL PROJECT LEADER - IU HEALTH METHODIST & UNIVERSITY HOSPITAL**

- Utilizing Lean methodologies to lead teams, create workflow efficiencies for staff and to provide process improvements for strategic alignment to system initiatives and operational goals.
- Planning launch of Unscheduled Traumas and Emergency General Surgeries (EGS) Value Stream focused on access and length of stay barriers and quality issues.
- Leading Managing for Daily Improvement (MDI) rollout for specified clinical units on harm events.
- Led breakthrough 8-hr Lean training initiative for PeriOperative staff with current state review, gap analysis, solutions and experiment deliverables.
- Created Standard Work for scheduling training and class evaluation implementation.
- Organized and managed 10-weeks of Lean training for 167 PeriOperative leaders including all logistics, facilitators, class cycle time and training materials to develop frontline problem solving through application of Lean principles to eliminate workflow barriers and unit-based wastes.
- Facilitated PeriOperative Services third annual planning event with 25 leaders and staff, resulting in 170 opportunities identified for process improvement; 9 Rapid Improvement Events (RIE), 6 projects, and 3 Just-Do-It designed to eliminate non value-added processes.

### **2012 - 2016**

#### **PROJECT LEADER - ABC CORPORATION**

- Satish joined as a programmer trainee from IIT Madras following the post graduation and attended various training and certification courses.
- He had worked in various projects playing the role of Module Leader involving various technologies projects.
- Roles and Responsibilities Managed development of 6 major projects involving a team of 25 people, led to multi fold increase in revenue.
- IDBI bank became the first of its kind to offer WAP services to its customers.

- Acted as technical architect for Citibanks Common Front End module, normalised the current systems to help centralise operations, set up common call centres for service to customers and automate sales operations.
- Closely worked with Carpet Exchange Customer on design, development and deployment of the project.
- Carpet-exchange has significantly improved its on-line sales following the successful deployment..

## **EDUCATION**

Masters of Business Administration in Healthcare Management - September 2014(Western Governors University - Salt Lake City, UT)

## **SKILLS**

Flexible And Adaptive In Facilitating Teams And Leading.