

LUCAS KAWCZYNSKI

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Results-driven, enthusiastic, and highly qualified Process Manager with over \$1M in ROI from managed process improvements and solid strategic and tactical expertise in health care. Adept at developing and implementing solutions which dramatically improve revenue and the customer experience. Dedicated to maintaining a reputation built on quality, accountability, service, and uncompromising ethics. Seeking a position as a Director of Excellence or Process Improvement Manager which will utilize all acquired skills, abilities, and areas of expertise as follows:

- ◆ Process Improvement
- ◆ Project Management
- ◆ Staff Training/Supervision
- ◆ Testing/Troubleshooting
- ◆ Lean/Six Sigma Methodologies
- ◆ Data/Process Analysis
- ◆ Industrial Engineering
- ◆ Problem Solving
- ◆ Business Modeling
- ◆ Performance Measuring
- ◆ Strategy Development
- ◆ Client Satisfaction

PROFESSIONAL PROFILE

Capital One • Richmond, VA

2011 - Present

Process Manager

Accountable for managing production applications, providing validation checks, and troubleshooting user issues while reporting to the Senior MIS Manager.

- ◆ Decreased production delivery lead time from 11 days to 5 days and reduced the amount of overtime dedicated to rework by 95%, resulting in \$35K of savings annually.
- ◆ Implemented process modifications which increased sustainability of the process (results pending).

Jessie Trice Community Health Center, Inc. • Miami, FL

2010 - Present

Process Improvement Consultant (2011 - Present)

Tasked with analyzing and evaluating process for improvement opportunities, as well as with preparing hiring interview content for the Process Improvement Manager.

- ◆ Decreased average time that the provider spends with patients by 15% and average door-to-doctor time from 60 minutes to 50 minutes.
- ◆ Increased providers' average utilization from 70% to 79%.

Process Improvement Manager (2010 - 2011)

Managed process improvement/analytics and all states of process improvement efforts, including identification of opportunity, buy-in, planning, and implementation. Maintained knowledge of JACHO certification requirements and provided direction on the creation/implementation of data collection and repeatable processes. Educated leaders on efficiencies, ways to measure, and sustainability of processes. Grant contributor (\$7M).

- ◆ Reorganized call center operations which decreased the number of abandoned calls from 35% to 8% and reduced average waiting time for the operator from 2:45 to 0:55.
- ◆ Increased overall patient satisfaction scores (measured by patient satisfaction survey) by 5% and improved the accuracy of information systems feeding federal reporting by 16%.
- ◆ Decreased patient's door-to-doctor time from 95 minutes to 60 minutes, cost of transportation department by 8%, and medical coding inaccuracy/insurance claims denials by 40% (\$4,000 of monthly claims denials).
- ◆ Implemented Intergrity (practice management software), responsible for process requirements and process flow definition, ensuring integrity of data during the implementation/transition process.
- ◆ Created a process performance dashboard and a set of metrics to measure/track performance of key processes across the company.
- ◆ Initiated a new market strategy focusing on selected patients groups, expected to generate \$3.5M in revenue over next 10 years.
- ◆ Designed, administered, and advanced performed statistical analysis (Stata) of the patient satisfaction survey.

Nemours • Orlando, FL

2008 - 2009

Researcher / Intern

Charged with conducting research, developing value definition, and reporting to the Chief of Clinical Informatics.

- ◆ Created value stream mapping analysis of clinic operation and developed a patient satisfaction model based on American Satisfaction Index.
- ◆ Designed a simulation model of clinic's operation in AnyLogic leading to an reduction of patient wait times.

PROFESSIONAL PROFILE - CONTINUED

ICT & Strategy Srl. • Milan, Italy

2006 - 2008

Supervisor

Directed a team of analysts through all phases of market research projects (responsibility for three B2B projects, each worth 80K-100K Euro for three major Telco carriers in Italy). Managed expectations of service delivery, monitored progress, managed risk, and ensured that key stakeholders were informed. Developed conclusions and solutions for occurred problems, developed team members, reported to the CEO, and supervised a staff of six.

- ♦ Monitored and ensured team economics and on-time result delivery by tracking progress against the job arrangement/budget and proactively adjusting scope, timing, and resources.
- ♦ Participated in sales activities by meeting with potential customers, showcasing services that company provided, and supported the Sales Manager in contract signing activities.

Avon Operations Poland • Garwolin, Poland

2004 - 2006

Inventory Specialist

Reported to the Manager of Order Fulfillment, supervised up to 50 replenishment line workers, managed the workload within the replenishment section, and handled budget planning for the department (150+ people).

- ♦ Extended pick and pack capacity by 35% as member of order fulfillment line improvement project (value \$1.5M).
- ♦ Reduced pallet movements by 5% and increased replenishment capacity by implementing level load principles for high volume products.
- ♦ Created a simulation model (Arena) of order fulfillment supporting the design phase of order fulfillment line modernization.
- ♦ Reduced replenishment workload by 10% by implementing a new warehouse storage policy, as well as lowered errors of pick and pack processes by 15% by developing best practice processes guidelines.

EDUCATION

Politecnico di Milano | Ph.D. in Business Engineering, 3.8 GPA**Linköping University** | M.S. in Industrial Engineering, 3.8 GPA**Warsaw University of Technology** | M.S. in Information Systems, 4.0 GPA

TRAINING & CERTIFICATIONS

- ♦ Lean Six Sigma Black Belt (pending)
- ♦ Process Mapping Training
- ♦ Process Value Analysis Training
- ♦ AnyLogic - Advanced User Training

TECHNICAL SKILLS

MS Office (Excel, Word, Access), STATA, Arena, AnyLogic, MS Visio, MS Project, AutoCAD, Practice Intergy, Analytics (Info Point), Medical Manager, ProEngineer, Lotus Notes, Visual Basic, WEKA, Linux (UNIX), Axapta, Wizard, Manugistic, Prodstar

ADDITIONAL INFORMATION

- ♦ “Value Chain in the Health Care”, Kawczynski Lukasz and Taisch Marco, LAP Lambert Academic Publishing GmbH&Co. KG, Saarbrücken, Germany (pending book publication).
- ♦ Paper presentation at APMS2009 Conference, Bordeaux, France (2009).
- ♦ Paper presentation at EBES2009 Conference; Istanbul, Turkey (2009).
- ♦ Paper presentation at 4th International Conference on Innovation in Management; Poznan, Poland (2009).
- ♦ Paper presentation at 12th IFAC Symposium on Information Control Problems in Manufacturing (INCOM2006); Saint-Etienne, France (2006).
- ♦ Lecture preparation for simulation of manufacturing processes laboratory; Department of Production Economics, Warsaw University of Technology Warsaw, Poland (2005).