



## PROFESSIONAL SUMMARY

*Growth-oriented, optimization-focused analyst, project manager, engineer, and changemaker, ready to leverage cutting-edge data-analytic and process improvement techniques to secure business objectives.*

Results-oriented business analytics and project management expert with a proven track record of leveraging data, strategic problem-solving, and stakeholder management to drive organizational success. Possessing a Six Sigma Black Belt, a certified Project Management Professional (PMP), and a Master's in Business Administration (MBA), I bring a decade of experience in positions of large-scale responsibility delivering data-driven insights, managing complex projects, and optimizing resources. Skilled team player and leader with strong interpersonal and communication abilities, I excel in fostering collaboration, mentoring, and leading change. Proficient in data analysis, reporting, and presenting findings to senior management, I consistently deliver value for customers through a growth mindset and developing digital tools to enhance efficiency. Ready to make a significant impact empowering organizational success, I offer a comprehensive skill set to drive informed decision-making and achieve business objectives.

### CORE COMPETENCIES

- Project / Program Management
- Process Optimization
- Continuous Improvement
- Lean, Six Sigma, Agile, CRM
- Data Collection / Cleaning
- Data Analysis / Visualization
- Dashboard Development
- Reporting and Presentations
- Team Leadership
- Cross-Functional Collaboration
- Mentoring, Coaching, Training
- Creative Problem Solving

### TECHNICAL PROFICIENCIES

- Data Analysis / Visualization: Excel, Power BI, Tableau, SQL, MongoDB, PowerPoint
- Programming: Python, R, Linux, JavaScript, HTML, CSS, Git

## PROFESSIONAL EXPERIENCE

### DELIVERY ASSURANCE LEAD

JANUARY 2020 TO APRIL 2023

FLORIDA POWER & LIGHT, SANFORD, FL

- Led a high-performing Delivery Assurance team, cultivating a positive and inclusive working environment that drove productivity and employee growth
- Spearhead concurrent execution of ten annual programs to improve customer reliability year over year meeting all key performance indicators (KPIs) and adhering to a \$2MM budget
- Successfully managed stakeholder relationships and mitigated risks for multiple projects within each program category, addressing internal and external customer reliability concerns through critical problem solving, meticulous data analysis, and effective communication
- Oversaw critical customer-impact service reliability projects, exceeding \$5M in total costs, and provided full-cycle project management to ensure scope and timeline adherence
- Monitored and reported compliance across daily, weekly, and monthly activities utilizing complex data queries to compile outage information and update reliability performance visualizations to derive actionable insights and effectively presented findings to senior management
- Mentored and guided a team of 20 junior engineers, fostering team cohesion through engagement events and lunch-and-learns
- Developed and implemented a comprehensive reliability analytics dashboard using SQL and Power BI to provide near real-time visibility into trackable metrics and enabling customized reporting to all organizational levels
- Earned Six Sigma Black Belt by developing a multidimensional Power BI dashboard utilizing complex SQL queries to optimize resource deployment, improve productivity, reduce project costs, and manage execution risks; achieved a 62% improvement in regional resource costs within the first year

**SENIOR RESOURCE OPTIMIZATION ANALYST**

JULY 2019 TO JANUARY 2020

FLORIDA POWER &amp; LIGHT, SANFORD, FL

- Led a cross-functional team in developing industry-leading performance analysis algorithms and software, enabling near real-time resource monitoring and productivity tracking
- Implemented process optimization and standardization initiatives to improve resource deployment, efficiency, and reducing cost-incurring productivity losses; successfully managed a company-wide change management campaign and training
- Facilitated regular meetings with senior leadership and key stakeholders to review progress, discuss exceptions, and develop action plans, resulting in improved team performance and empowerment
- Leveraged historical data, Minitab, and statistical methodologies to identify leading indicators and performance drivers, enabling development of a targeted strategies to optimize productivity and cost efficiency
- Forecast future resource utilization demands, considering market and environmental trends
- Organized training to ensure uptake and effective utilization of new software tools
- Forged cross-functional partnerships to successfully launch an innovative construction diagnostic center, improving operational efficiency and maximizing resource productivity; the center drove 35% productivity gains within the first year
- Improved data accuracy by 33% for newly developed productivity tools through collaboration to identify and select data collection best practices and develop strategic software enhancements; project served as first of two required projects for Six Sigma Black Belt Certification

**RESOURCE LEAD**

MAY 2017 TO JULY 2019

FLORIDA POWER &amp; LIGHT, SANFORD, FL

- Orchestrated strategic resource deployment for critical distribution projects, consistently meeting program execution targets on time and within 1% of annual budget
- Served as Planning Section Chief, leading the deployment of over 500 contractor personnel, material, and equipment resources to successfully restore power to over 200k customers within 11 days following Hurricane Irma
- Slashed yearly operations spending by over \$100k through monthly as-built compliance audits while improving capital deployment
- Developed and implemented reporting tools that utilized SQL and Excel macros to standardize resource management and workload planning across the organization, resulting in reduced crew downtime, enhanced project execution, and reduced budget overages
- Enthusiastically led daily stand-ups and weekly workload planning meetings for multiple regional teams, ensuring efficient schedule execution through successful stakeholder, resource, and risk management

**PRODUCTION LEAD**

JUNE 2016 TO MAY 2017

FLORIDA POWER &amp; LIGHT, SANFORD, FL

- Completed FPL's rigorous 16-Week Supervisor Development Program, honing advanced leadership, communication, and management skills
- Organized the rapid deployment of 12 union crews and five staff employees in aftermath of Hurricane Matthew, efficiently restoring power to over 100k customers within a remarkable seven-day timeframe
- Led and coordinated 17 contractor crews in large-scale initiative to restore over 10,000 streetlights across the northeast coastal region of Florida, deftly managing stakeholder engagement and customer expectations to ensure on-time and within budget project completion (also following Hurricane Matthew)
- Improved major restoration follow-up processes, eliminating time overruns entirely within a six-month period
- Resolved backlog of contractor payments within three months, ensuring compliance with vendor service-level agreements
- Optimized daily crew productivity across multiple vendors and 20+ crews by implementing efficient workload scheduling, conducting regular check-in meetings, and developing a new project-tracking dashboard, resulting in the successful achievement of project KPIs while meeting both budgetary and customer-deadline commitments

**DISTRIBUTION ENGINEER**

MAY 2012 TO JUN 2016

FLORIDA POWER &amp; LIGHT, SANFORD, FL

- Demonstrated expertise in effectively managing multiple simultaneous projects, encompassing single-family residential, commercial, and industrial developments, from initiation to completion, consistently meeting all KPI's while adhering the scope, schedule, and budget requirements
- Skillfully negotiated with customers and vendors to ensure alignment with project deliverables within company capabilities while ensuring customer satisfaction and adeptly managed stakeholder expectations throughout project lifecycle
- Acted as lead engineer for large community-development and municipality-relocation projects, consistently logging the highest design hours among peers, demonstrating exceptional commitment and expertise
- Earned Six Sigma Green Belt Certification by optimizing a critical engineering process that enhanced customer satisfaction, long-term reliability, and cost efficiency, including development of a comprehensive, standardized training curriculum for all new-hire engineers
- Provided comprehensive training and supervision to over 30 new-hire engineers and summer interns during my tenure with the company, fostering their professional growth and development
- Leveraged expertise as a subject matter expert for design engineering software, delivering ongoing training to new engineers across the organization and providing valuable feedback for continuous improvements

**EDUCATION**MASTER OF SCIENCE IN BUSINESS ADMINISTRATION (MBA), 2022*University of South Florida, Tampa, FL*BACHELOR OF SCIENCE CIVIL ENGINEERING, 2012*Embry-Riddle Aeronautical University, Daytona Beach, FL***CREDENTIALS**SIX SIGMA BLACK BELT, 2022*NextEra Energy, Inc.*PROFESSIONAL ENGINEER (PE), 2017*Florida Board of Professional Engineers*PROJECT MANAGEMENT PROFESSIONAL (PMP), 2016*Project Management Institute*