ALISA CHANG, MBA

246 Withers Street, Apt. 2F ▪ Brooklyn, NY 11211

(845) 629-1437 ▪ [Alisa.Chang.NY@gmail.com](mailto:Alisa.Chang.NY@gmail.com) ▪ [LinkedIn](http://www.linkedin.com/in/alisachang/)

**Operations Management Specialist**

Progressive career included being an invited guest speaker at national and international conferences on subjects from print quality, lean practices and statistical process control. Educated in the United States and Europe, speaks fluent English, French and conversational Italian.

Certified Six-Sigma Greenbelt ▪ Certified Lean Management ▪ Certified Project Management Essentials

**Professional Experience**

**The New York Times, NY 1998 – February 2013**

**Process Improvement Director (2006-2013)**

**Quality Assurance Director (2003-2006)**

**Quality Assurance Manager (2000-2003)**

*(Earlier positions provided upon request)*

Set strategic direction as member of the Senior Management team. Successfully set a new standard and level of production efficiencies. Championed process improvement initiatives and sponsored six-sigma committees. Held oversight of goal-setting quality and performance metric selection.

Directed a team of up to twelve managers, contractors and technical experts at two printing plants. Interacted with Production sub-departments, to ensure operational efficiencies and highest quality of the final newspaper product.

Versatile, resourceful and technically inclined. Served as internal consultant to perform ad-hoc functions: Technical Expert; Plant Consolidation Technical/Behavioral Interviewer; Project Manager New Equipment Installation; Plant Expansion New Equipment Training Coordinator; Design of Experiment Testing.

* Implemented change management and performance improvement strategies. Built strategic working relationships with heavily unionized Production teams to improve product quality and press uptime. Project Manager New Equipment Installation;
* Enforced Quality Management concepts using statistical process control and compliance to ISO standards. Documented standard operating procedures and visual training manuals. Quality improvements supported 600% growth in daily color paging substantially increasing advertising revenue—while sustaining annual print quality rebates to <0.1%.
* On the global market, The New York Times became an international award winner for color quality—and the only U.S. Company to win and maintain membership to the International Color Quality Club (CQC) five consecutive years.

**Education and Professional Development**

Master of Business Administration, Entrepreneurship & Finance

Baruch College Zicklin School of Business, New York, NY

Bachelor of Arts, Art Studio/Art History

SUNY Stony Brook, Stony Brook, NY

*(Comprehensive List of Certifications, Awards, Presentations and Affiliations Provided Upon Request)*