Alisa Chang, MBA

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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**

4/2013 – Present **Googaro LLC:** Co-Founder & COO

* Manage Web development and Operations concerns for this baby subscription box e-commerce site.

8/2008 – 2/2013 **The New York Times:** *Process Improvement Director*

* Set Continuous Improvement strategy and performance metrics for the Production department.
* Established a highly effective Senior level weekly meeting to hold Department heads accountable for their action items, in order to improve equipment uptime by reducing time to resolution on repairs.
* Co-led engineering projects that improve equipment uptime and cut Production costs e.g. Inventory costs were reduced by $250k by improving and analyzing inventory metrics. Implemented procedures to control parts-issuance, optimize order level triggers, and ensure immediate availability of critical parts.

2/2003 – 8/2008 **The New York Times:** *Quality Assurance Director*

* Led The New York Times to become the first U.S. Company to win and maintain membership to the International Color Quality Club (CQC) five consecutive years.
* Project Manager for multi-million dollar new equipment installation in the Plate-making department. Delivered project on time and on budget. Performed equipment acceptance at three Printing plants.
* Quality & Training lead for the $150M NY plant expansion following the NJ plant closure. Signed off on all equipment acceptance and coordinated contractual training for all Production personnel.

5/2000 – 2/2003 **The New York Times:** *Quality Assurance Manager, NY & NJ Printing Plants*

* Built strategic working relationships within a heavily unionized Production team to transform an alienated QA team from a non-visible entity to a respected team of color and print quality experts.
* Designed Print Quality training curriculum. Conducted 3-hour workshops at a dozen Regional print sites along the Eastern seaboard. Subject matter expert consulted with NYT print sites to measurably improve systems and processes.
* Delivered National and International presentations from 1999 through 2005.

(Earlier positions provided upon request)

**Education and Professional Development**

Master of Business Administration, Entrepreneurship & Finance **2009-2013**

Baruch College Zicklin School of Business, New York, NY

Diploma, Culinary Arts & Culinary Management **2008-2009**

Institute of Culinary Education, NY, NY

Bachelor of Arts, Art Studio & Art History **1993-1997**

SUNY Stony Brook, Stony Brook, NY

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