Jared Fiacco
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EDUCATION

Binghamton University, State University of New York - Watson School of Engineering
Master of Science in Systems Science and Industrial Engineering
Bachelor of Science in Systems Science and Industrial Engineering

SKILLS

Lean Six Sigma Green Belt Certified – Binghamton University
Programs: SQL, SSMS, SSIS, Tableau, Power BI, Python, VBA, Action OI, Teletracking, HealthcareSource, Arena, SIMIO, Minitab, Microsoft Flows, SharePoint, Access, Visio, Project, Word, Excel, PowerPoint

ENGINGEERING EXPERIENCE

Westchester Medical Center   **Valhalla, NY**
Management Engineer   **October 2018-Present**

COVID-19 Contributions
- Established a network-wide COVID dashboard detailing key supply data, inpatient cases, staff affected, diagnostic and antibody testing data. Developed and distributed dashboards to the EOC, Infection Control, C-Suite, Board of Directors, and County Officials.
- Worked with EOC to map out process flows for COVID diagnostic and antibody testing sites and develop call center workflows.
- Created online test request forms. Automated ETLs and developed CRM software for the Testing Call Center staff to track KPIs.
- Simulated 8 testing sites, determined proper staff mix and appointment spacing, boosted throughput up to 200% from original design.

Other Contributions
- *Business Intelligence:* Enhance BI across the network by collaborating with multiple teams. Design and maintain SQL databases, Tableau dashboards, and data flow for various scopes including finance, human resources, volume benchmarking, and operations.
- *Position Control Process:* Designed a requisition process in our Talent Management Suite. Built database in SQL and set up data feeds to on-premise server using SSIS. Worked with HR & Finance to develop business logic regarding budget status. Developed front end application for business process flows. Created front end software so HR, Finance, and Operations Analysts could quickly absorb, react to, and edit this data as needed. Produced training videos and documentation for Managers, VPs, and SVPs.
- *Capacity Management System:* Manage user accounts as administrator for Teletracking. Semi-automated HIPPA Audits using VBA. Adjust settings to optimize patient and equipment flow. Enhance alert system to provide more robust patient care handoffs.
- *New Building Operationalization:* Supported the implementation of WMC's Ambulatory Care Pavilion by leading patient flow and operational process assessments with subject matter experts across all service lines. Devised plans to mitigate the risks identified.
- *Work Queue System Implementation:* Met with key stakeholders to develop a database of rooms, job types, business processes, and employees. Supported project management of software roll-out. Manage user accounts and settings as administrator for TDSS.

Montefiore Medical Center   **Tarrytown, NY**
Research Associate   **June 2017-August 2018**

Decision Support Tool Development – Contact Center Centralization
- Prepared a simulation project that determined ROI for centralizing the contact center, studied effects of changing call volume, average handle time and staffing levels on customer wait time, discovered potential to increase number of calls handled by .25 Million calls while meeting a 30 second average customer wait time, taking these extra calls would decrease cost per call by $1.32.
- Coded an updating tool using VBA that reduced development time by 2 hours each update push by eliminating manual intervention.
- Mapped operational workflows, conducted user acceptance tests, facilitated meetings with SMEs, developed instructional guidelines.

Workflow Analysis
- Analyzed workflows of supervisors, recommended removal of non-value-added processes that could reduce workload by 20%.

Product Development
- Automated 135 hours of work annually by coding a VBA solution that eliminated unnecessary data manipulation, saved ~$6,500/yr.
- Utilized Microsoft Office 365 Suite to develop an attendance portal, allowing real time email alerts and stunning data visualization.
- Created and maintained macro-enabled dashboards, collaborated with end-users during design to include high-impact features.

PORTFILIO
- Tableau Public – https://public.tableau.com/profile/jared.fiacco
- Python Django Website – jaredfiacco.info