**CARLOS CERVANTES**

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[LinkedIn](https://www.linkedin.com/in/Carlos-H-Cervantes/) | [Github](https://navybolic.github.io/)

**ANALYTICS PROGRAM MANAGEMENT | DATA SCIENCE**

Navy Veteran leveraging a comprehensive background in analytics, operational planning, risk analysis and mitigation, and policy development and implementation. Highly restorative leader adept at applying sound engineering principles to solve strategic challenges, coordinating, and completing complex technical projects, and driving continuous improvement. Possess harmonious and intellectual abilities in driving strategic direction from planning through implementation, by finding a common ground, team agreement, realistic KPIs, and conducting statistical/performance analysis. Combines analytical knowledge, leadership abilities, and relationship-building skills to engage stakeholders across all levels and enable data-driven decision-making with a deliberative approach. Strategic thinker and learner that excels at defining and executing an overall program concept and direction, and identifying areas of improvement to ensure high levels of efficiency and excellence. Native Spanish language.

* Process Improvement
* Team Leadership
* Project | Program Management
* Data Analysis | Reporting
* Knowledge Management
* Strategic | Operational Planning
* Workforce planning
* Engineering Principles
* Secret Clearance

**PROFESSIONAL EXPERIENCE**

**United States Navy | Various Locations 2011 – 2023**

**Director of Human Resources, *Uniformed Services University of the Health Sciences* | Bethesda 2021 – 2023**

* Principal advisor to the commander on HR support and senior HR manager for the Brigade. Supervised 12 personnel providing human resources and administrative support to Uniformed Services University (USU) of the Health Sciences for over 1500 Soldiers, Airmen, Sailors, Marines, Coast Guard, and Public Health Service personnel
* Increased customer service efficiency by 25% processing administrative actions through various process improvement efforts. Ensured all administrative, pay, and in-processing requirements were completed for 740 Armed Forces personnel
* Directed a multidisciplinary team in developing an innovative research study to examine the effectiveness of USU student support programs, critical piece to achieve a new 7-year university re-accreditation
* Spearheaded a collaborative project between military personnel and the IT team, improving the accuracy and timeliness of notification of critical emergency information for over 600 service members and other command personnel thus eliminating undesired personnel notifications
* Solved problems and increased productivity by leading a team of subject matter experts in enhancing the administrative ticketing system which improved communication with USU departmental personnel, providing 100% real-time notification to key service request stakeholders, thus resulting in reduced service request wait times to execution, and improved HR support for all military personnel requests

**Operations Research Analyst, *Bureau of Medicine and Surgery (BUMED*) | Falls Church, VA 2016 – 2021**

* Updated a massive relational database using R statistical analysis software by forecasting algorithms that assessed an $850M budget risk because of end-strength reductions programming in the FY20 Program Objective Memorandums
* Saved money evaluating over 60 tools for incorporation into the MHS Quadruple AIM Performance planning (QPP) process, resulting in a cost avoidance of over $1M in redundant tool development
* Served as the Operations Manager in a complex data analytics and process automation department within BUMED’s newly established Consolidated Information Center (CIC); Tracked and coordinated 80% of all analytics projects executed by the department across multiple contract/project teams, and managed 4 portfolio reviews
* Served as the government sponsor and project coordinator in Scrum roles mainly for monitoring quality and validating project code functionality in Python, R, SAS, or other delivered services or products from the contract teams
* Led critical supporting role in the development of a knowledge management database guiding a team of technical experts during the initial strategic process which resulted in a robust and easy to use database used to simplify storage and retrieval for all projects related information and documentation, thus resulting in savings of $100k per year of maintenance costs if outsourced
* Increased productivity and teamwork efficiency by developing and implementing a quick and seamless pathway to onboard over 30 members to the team while providing all necessary tools to avoid gaps in mission while continuously researching projects, results enabled critical business processes to improve readiness decisions
* Led two newly created departments for three months in each, Demand Signal Management department, and Data

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**Operations Research Analyst (Continued)**

Access Management department, for the Consolidated Information Center, Analytics division, where KPIs continuously evaluated for acceptable levels of performance, and standard operating procedures were created, updated as necessary, and set in place prior to fully operational and resulting in 100% compliance after 24 projects executed and delivered to Navy Medicine clients

* Provided technical expertise and guidance in the use of data-driven decision-making processes for necessary tools and access to internal platforms to 60 staff and other personnel of interest, increasing visibility of overall Navy Medicine enterprise process performance projects, training course opportunities, and knowledge management

**Manpower Analyst, *Bureau of Medicine and Surgery (BUMED)* | Falls Church, VA 2014 – 2016**

* Served as the primary point of contact representing Navy Dental Corps Manpower for the Department of the Navy, which collectively oversaw, controlled, and accounted for Total Force manpower requirements which resulted in sustaining an excellent overall 99% manning level
* Analyzed Navy Medicine personnel strength needs for 1,000 Dental Corps Officers advising the Dental Corps Chief, Dental Corps Community Manager, and Specialty Leaders of multiple forecasted reports for future Fiscal Years Defense Planning, resulting in 100% compliance with the requirements of planned personnel from OPNAV and the Corps Chief
* Conducted a detailed analysis of personnel billets for a comprehensive plan that incorporated over 300 additional billets for Fiscal Year 2017 Marines Corps growth plan, significantly enhancing staffing readiness

**Administrative Department Head, *Navy Medicine Operational Training Center* | Camp Pendleton, CA 2011 – 2014**

* Supervised and led 5 staff members in providing administrative support to 75 personnel; Oversaw administrative support to medical personnel during training
* Coordinated strategically with multiple Navy sites for personnel deploying to Afghanistan in support of contingency operations during OEF
* Advised leadership on non-judicial punishments, performed six disciplinary review proceedings, and other administrative matters as the Legal Officer

**EDUCATION | CERTIFICATIONS | SPECIALIZED TRAINING**

**Master of Science, Operations Research** | Naval Postgraduate School

**Master of Business Administration** | San Diego State University

**Bachelor of Science, Healthcare Management** | Southern Illinois University

**Bachelor of Science, Electronics Engineering** | Universidad Autónoma de Baja California

**Salesforce Administrator Certification** | Salesforce (in pursuit)

**Healthcare Project Management Certificate** | Dignity Health Global Education

**Certified Project Management Professional (PMP)** | Project Management Institute (Exp. 12/2023)

**Certified Scrum Master (CSM)** | Scrum Alliance (Exp. 2/2024)

**MORS Certificate in Critical Skills for Analytics Professionals** | Virginia Polytechnic Institute & State University

**R Programming Course Certificate** | John Hopkins University

**Certified Data Scientist** | Data Science Central

**The Data Scientist’s Toolbox Course Certificate** | John Hopkins University

**SOFTWARE & TECHNICAL COMPETENCIES**

Microsoft Office Business Suite; Python; Anaconda; R; R Studio; SQL; Unix; VBA; JAVA; Tableau; Salesforce; Jira

**VOLUNTEER EXPERIENCE**

**Project Management Institute (Washington D.C. Chapter - PMIWDC):** Volunteer coordinator responsible for managing the local warehouse storage and inventory control of all PMIWDC items; responsible for ordering supplies such as swag and honorarium items used for providing to speakers and attendees at meetings, conferences, etc.