

Shannon Roberts

445 Eugenia Road • Vero Beach, FL • (304) 610-2610 • smrobertsllc@gmail.com

PROCESS MANAGEMENT ENGINEER

Certified Six Sigma Master Black Belt deploying process improvement and software optimization strategies to a variety of companies. Pursuing certification in full-stack software development to enhance process improvement solutions.

Key skills include:

- Certified Six Sigma Master Black Belt, Design for Six Sigma and Lean Manufacturing methodology
- Project management expertise using multiple software platforms
- Certified WorkOut and Change Acceleration Process Coach and Facilitator
- Design optimal processes around existing or new software
- Eliminate process waste and delivering return on human resource and software investment
- Coding, database management and web development experience

PROFESSIONAL EXPERIENCE

SM Roberts, LLC., Vero Beach, FL

OWNER, CONSULTANT, PROCESS MANAGEMENT ENGINEER (2005 – Present)

Utilize data-based process improvement methodology to increase productivity and reduce waste in the work environment. Build data-driven dashboards. Use statistical testing to determine the areas of greatest improvement impact. Use project management and employee training methodologies to advance metrics. Executive coaching to lead and sustain improvements. The improved process is data-monitored and hard-wired for success and sustainability over time.

Notable accomplishments:

- Helped build and install project management and safety system as well as trained employees in a large industrial electrical contracting company.
- Analyzed and advised business practices in a small retail company that resulted in an improved bottom line and higher customer satisfaction.
- Created a system and process for a property management company to rent and maintain multiple vacation properties while sustaining a high customer satisfaction rating.

BEAUFORT ACADEMY, *Beaufort, SC.*

DIRECTOR OF ADVANCEMENT (2015-2017)

Led multidisciplinary team consisting of Communications, Admissions, and Development for an independent preK through 12th grade school. Reported to the Head of School. Tasked with designing a measurement system and improving school metrics, including: parent, staff and student satisfaction, enrollment, voluntary and involuntary attrition, length of enrollment, effectiveness of communication, budgeted financial aid, reenrollment, donor satisfaction, and annual fund giving. Targeted areas of improvement in turnaround time for multiple processes, including enrollment, financial aid, development, internal and external communication and business processes. Prepared board reports outlining metric movement. Led project teams, meetings and board retreats utilizing the WorkOut methodology.

Notable Accomplishments:

- Improved the enrollment and reenrollment process to include a digital contract, thus improving parent and staff satisfaction.
- Redesigned the financial aid process to better utilize a third-party software application to improve consistency and equity among applicants.
- Improved and streamlined the development database to extract meaningful and analytical data reports with accuracy and timeliness.

CHARLESTON AREA MEDICAL CENTER, *Charleston, WV.*

LEAN SIX SIGMA MASTER BLACK BELT AND DIRECTOR OF HIGH PERFORMANCE (1999-2004)

Charged with implementing a system-wide quality initiative at a 3-hospital healthcare system and Level 1 Trauma Center in Six Sigma methodology. Responsible for training all managers and key employees as Green Belts and Black Belts in multidisciplinary teams aimed at improving hospital quality indicators. Oversaw quality Six Sigma teams led by Black Belts in clinical and operational process improvement areas. Ensured accurate statistical methodology application to process improvements. Developed a company-wide dashboard for reporting hospital quality indicators. Reported to the Vice President of Quality. Coached executive teams on how to create a Six Sigma organization.

Notable Accomplishments:

- Led a length of stay project aimed at reducing Emergency Department wait times, improving bed utilization and timely patient care.
- Improved prospective employee application turnaround time by automating the process to reduce the amount of time it takes to hire new employees, keeping the hospital staffed adequately.
- Participated in the Information Technology executive team established to select a software company for implementation of a whole-hospital automation and conversion to electronic medical records, billing, and patient care data. Advised and analyzed effectiveness and helped prioritize and ready areas for automation

EDUCATION, CERTIFICATIONS & CREDENTIALS

UNIVERSITY OF KENTUCKY, Lexington, KY

Bachelor of Science (Major: Industrial Psychology; Minor: English), May 1997

MARSHALL UNIVERSITY, Huntington, WV

Master's Degree (Major: Industrial and Employee Relations), May, 2000

UNIVERSITY OF CENTRAL FLORIDA, Orlando, FL

Certificate (Full-stack web and software development), March 2020

GENERAL ELECTRIC COMPANY, Crotonville, NY, 2001

Master Black Belt training and certification

Black Belt training and certification

Lean Six Sigma training and certification

WorkOut and Change Acceleration Process methodology training and certified facilitator

Languages, Applications, Application Servers, and Database Systems

HTML, CSS, JavaScript, Firebase, Node.js, MySQL, Git, JQuery, MongoDB, Responsive Design, Heroku, React.js