

# Susan Mohammad

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## SUMMARY

Continuous Improvement Expert with over seven years of experience coordinating large-scale system implementations, workflow optimization, and cross-functional initiatives in regulated and high-complexity environments. Proven ability to support engineering and infrastructure teams by translating requirements into scalable processes, managing timelines, tracking milestones, and driving adoption through structured training and documentation. Strong background in process improvement, automation, and data-driven decision-making, with hands-on experience supporting technology platforms, workflow orchestration, and operational scaling. Adept at collaborating with technical and non-technical stakeholders to ensure successful execution of tools and systems.

## EXPERIENCES

### Process Transformation Engineer (Remote) | Comerica Bank (Commercial Bank)

2/2024 – Present

- Developed detailed AS-IS (current state) and TO-BE (future state) process maps, proposing targeted recommendations that projected up to 60% reduction in key risks through the addition of appropriate preventive controls and streamlined workflows.
- Created comprehensive AS-IS and TO-BE process maps for restitution handling, recommending targeted enhancements and preventive controls that projected up to 60% reduction in key compliance and operational risks (including fraud exposure, payment errors, and regulatory violations) by embedding robust mitigation measures.
- Built and deployed an automated workflow intake and tracking solution using Power Apps, SharePoint, and Power Automate, reducing manual coordination effort by 90%.
- Took ownership of assigned workstreams, managing initiatives from planning through execution and ensuring delivery within established timelines.

### Continuous Improvement Expert (Remote) | Snapp (ride -share application)

11/2020 – 12/2024

- Executed and scaled operational strategies for enterprise-wide process improvements, achieving a 35% increase in productivity and modernizing CRM systems.
- Led a 75% process improvement initiative through large-scale technology and information system enhancements with minimal disruption.
- Conducted research on best practices and managed change leadership workshops, increasing stakeholder engagement by 45%.
- Spearheaded the adoption of robotic process automation (RPA), automating 65% of operational tasks and delivering operational agility.
- Developed metrics, tracked KPIs, and provided data-backed recommendations, driving 80% team efficiency improvements.
- Supported training sessions and change initiatives, achieving 80% adoption and improved cross-functional alignment.

### Process Excellence Expert | Hyper-Me (retail chain store)

01/2018 – 11/2020

- Analyzed and mapped key business processes, breaking down complex problems using hypothesis-driven analysis to identify inefficiencies and improvement opportunities.
- Developed and implemented process improvement initiatives focused on simplification, automation, and digital tools, driving 20% revenue growth and 88% operational efficiency.
- Utilized advanced data analytics and KPI dashboards to generate insights and actionable recommendations, increasing employee engagement by 30% and customer satisfaction by 10%.
- Implemented communication strategies for system upgrades, resulting in 95% employee satisfaction and streamlined business processes by 67%.
- Monitored complex data sets, created KPIs, and developed dashboards, increasing employee engagement by 30%.

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- Conducted performance analysis and tracked progress to ensure sustainability of improvements.

### **Business Process Analyst | Shatel (Internet and Cloud Services)**

06/2015 – 12/2017

- Analyzed and redesigned end-to-end workflows during major organizational restructuring using data analysis and performance metrics, delivering 25% efficiency improvement and 40% productivity gains.
- Supported change management initiatives by designing training programs, resulting in an 80% adoption rate and 25% improvement in efficiency.
- Developed frameworks, playbooks, and documentation to support scalable execution and continuous improvement, improving employee engagement by 20%.
- Collaborated with cross-functional teams to implement technology rollouts and ensure operational alignment.
- Communicated complex improvement concepts using data-driven storytelling, supporting adoption and achieving 95% employee satisfaction during system upgrades.

### **Business Process Improvement | Melat Bank (financial services organization)**

04/2013 – 05/2015

- Delivered comprehensive change management documentation and communication plans during major restructuring, improving employee engagement by 20%.
- Developed and monitored change schedules to track adoption progress and ensure minimal disruption during transitions.
- Designed and facilitated training programs for technology rollouts, achieving an 80% adoption rate and a 25% improvement in overall efficiency.
- Led a company-wide initiative to standardize processes per ISO 9001 standards, delivering a 74% improvement in performance.
- Designed CRM implementation strategies, increasing adoption rates to 85% and reducing service-level agreement (SLA) response times by 42%.
- Facilitated training sessions and developed communication plans, improving adoption rates and fostering a culture of continuous improvement.

## **EDUCATION**

Master of Economics

## **SKILLS**

- Lean Six Sigma Black Belt
- Process Improvement & Management Consulting
- Advanced Analytics & KPI Reporting
- Executive Communication & Storytelling
- Process Mapping, Redesign & Automation
- Digital Tools, AI & Workflow Optimization
- Change Management & Agile Delivery