



PROFILE

As a Business Process Manager with more than 3 years of experience, I have successfully developed and implemented process improvement strategies that have resulted in increased efficiency and cost savings for various organizations. I have deep knowledge of Lean Six Sigma concepts and methodologies, and I have proven my ability to manage the entire process improvement life cycle, from project identification and scoping, to analysis and reengineering, to implementation and ongoing monitoring. I have also successfully led cross-functional teams to develop and execute process improvement initiatives. My strengths include project management, problem solving, and communication, and I am passionate about helping organizations become more effective and efficient.

LINKS

[linkedin.com/in/clarencelafley](https://www.linkedin.com/in/clarencelafley)

SKILLS

Project Management

Process Improvement

Business Analysis

Problem Solving

Strategic Thinking

Communication Skills

Leadership

EMPLOYMENT HISTORY

Business Process Manager at Epic Systems Corporation, WI

Jan 2023 - Present

- Spearheaded a new document management system that reduced process cycle times by 30%, resulting in a \$1.2 million increase in annual revenues.
- Developed a comprehensive workflow and process improvement program that streamlined operations, resulting in a 20% reduction in customer service response times and a 10% increase in customer satisfaction.
- Implemented an automated process monitoring system that identified potential bottlenecks and allowed for proactive corrective action, resulting in an 8% decrease in operational costs.

Senior Business Process Manager at Acuity Solutions, Inc., WI

Aug 2020 - Nov 2022

- Developed and implemented a new business process that improved the accuracy of customer invoices by 98%, resulting in a 30% decrease in customer complaints at Acuity Solutions, Inc., WI.
- Led a team of 10 employees to successfully streamline existing processes, resulting in a 20% increase in productivity and a 5% reduction in operational costs.
- Designed and implemented an automated system to manage the customer onboarding process, reducing the time spent on the process by 40%.

EDUCATION

Bachelor of Science in Business Process Management at University of Wisconsin-Madison

Sep 2016 - May 2020

Relevant Coursework: Financial Accounting, Business Process Analysis and Design, Business Process Automation, Project Management, and Business Process Improvement.

CERTIFICATES

Certified Business Process Professional (CBPP)

Aug 2021

Certified Six Sigma Black Belt (CSSBB)

Oct 2019

MEMBERSHIPS

Institute of Business Process Management (iBPM)

Association of Business Process Management Professionals (ABPMP)