

Pollie Dezan

Process Consultant

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📍 123 Oak Street, Portland, OR 97212

Education

Master of Business Administration in Process Management at University of Oregon, Eugene, OR

Aug 2014 - May 2018

Relevant Coursework:
Operations Management, Process Improvement, Supply Chain Management, Quality Management, Project Management, Business Analytics, Change Management, and Strategic Decision Making.

Links

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

Skills

Lean Six Sigma

Agile Methodology

Business Process Modeling

Kaizen Implementation

Change Management

SCRUM Framework

Value Stream Mapping

Languages

English

Urdu

Profile

Results-driven Process Consultant with 5 years of experience in optimizing business operations through innovative process improvement strategies. Adept at identifying inefficiencies, streamlining workflows, and implementing best practices to maximize productivity and profitability. Skilled in change management, project management, and cross-functional collaboration. Recognized for excellent analytical, problem-solving, and communication skills, consistently delivering sustainable solutions to enhance organizational performance.

Employment History

Senior Process Consultant at RGP Consulting, OR

Feb 2023 - Present

- Successfully streamlined the client's business processes, resulting in a 25% reduction in operational costs and a 15% increase in overall efficiency.
- Implemented a new project management system for a major client, leading to a 20% improvement in project completion times and a 10% increase in client satisfaction.
- Spearheaded a company-wide process improvement initiative that led to a 30% reduction in process cycle times and a savings of \$2 million in annual operating expenses.

Process Consultant at Propeller Consulting, OR

Aug 2018 - Dec 2022

- Successfully implemented a new process improvement strategy for a major client, resulting in a 25% increase in operational efficiency and a 15% reduction in costs within the first year.
- Streamlined the project management process for Propeller Consulting, leading to a 30% reduction in project completion time and a 20% increase in client satisfaction ratings.
- Led a team of consultants in optimizing the supply chain operations for a Fortune 500 company, achieving a 10% reduction in lead times and a 5% increase in inventory turnover.

Certificates

Certified Business Process Professional (CBPP)

Dec 2021

Lean Six Sigma Green Belt Certification

Aug 2020

Memberships

Association of Business Process Management Professionals (ABPMP)