

## Areas of Expertise



**Organizational Agility**  
**Employee Enablement**  
**Process Improvement**  
**Software Quality**

## Industries

Information Technology, Financial Services, Management Consulting

## Positions Held

Managing Director, Nimble Leader

Founder – Quality Enablement LLC

***Helping companies identify, prioritize and remove barriers to effectiveness***

VP, Quality Assurance – eBay Enterprises

Director, Quality Leadership – Barclays Bank Delaware

VP – JPMorgan Chase

***Six Sigma Master Black Belt***

Chief Quality Officer – Instinet

## Education / Certification

B.S., Hobart College

Six Sigma Black Belt

Certified Quality Analyst

Series 7

## Speaking Engagements

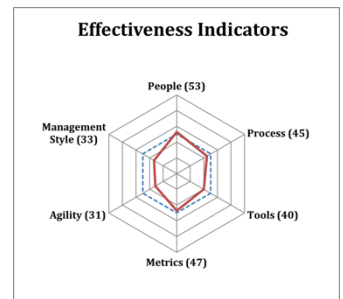
- QUEST 2017 – Enable Your Workers ... and You'll Be Amazed at What They Can Do
- Agile Development Conference East – Enable Your Workers ... and You'll Be Amazed at What They Can Do
- Agile Delaware – Getting Management on Board
- ThoughtWorks Agile Transformation Executive Panel – Agile – What's in It for You?
- North American SEPG – Agile, Six Sigma & CMMI: Can They Work Together?
- New York City Requirement SIG – Requirements

## Personal Brand | Experiences and Successes

### Organizational Productivity Catalyst

**Core value: I help Leaders identify, prioritize and remove barriers to team effectiveness**

- Assess current productivity enablement
- Create a comprehensive & quantified list of strengths, weaknesses and opportunities
- Work with management to develop a corrective action plan
- Support corrective actions, as needed



### Organizational Agility

- At Chief Executive's request, guided a German web platform development partner to transition from traditional (waterfall) development processes to agile, so they could reduce their release cycle by 8x (from annual to every 6 weeks)
- Initiated and guided changes that reduced software defect rate 63% and project costs 47% through implementation of agile development processes
- Oversaw and guided the use of agile development for a three-month project to build a customer retention system, which paid for itself in less than one week

### Process Improvement

- Coached Customer Relationship Management consolidation project, resulting in \$12 million annual revenue increase, and \$5 million annual expense reduction
- Drove 30% reduction in QA hours relative to development hours over two years (\$6mm+ annual savings), while increasing team's effectiveness and throughput

### Employee Effectiveness

- For major special needs care provider, identified top inhibitors of staff performance, resulting in improved staff engagement and better service to their special needs clients

### Software Project Quality

- Achieved 25:1 reduction in defects / developer hour through implementation of agile development methods
- Led the QA effort to launch dozens of new ecommerce sites and hundreds of enhancements to existing sites for over 100 top retailer sites (such as Toys R Us, Ralph Lauren, Dick's Sporting Goods)
- Reduced the defect discovery rate by 96% from 20 defects / MLOC (million lines of code) / month to less than 1 defect / MLOC / month by defining and implementing improved product development processes

# Organization Effectiveness

## Why

### Why Our Clients Care

Employers deserve a workforce with maximum:

- Efficiency and
- Effectiveness,

Which typically leads to:

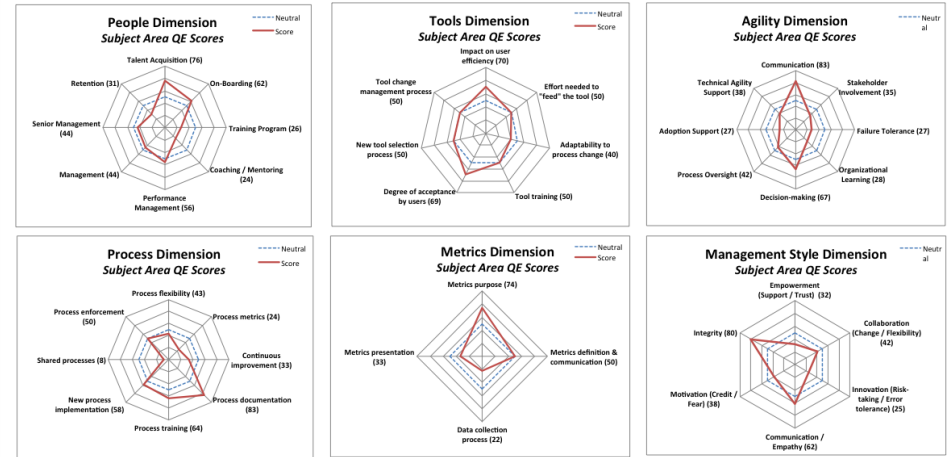
- Reduced costs,
- Increased profit,
- Improved staff engagement,
- Improved customer satisfaction,
- ...

### Why We Do It

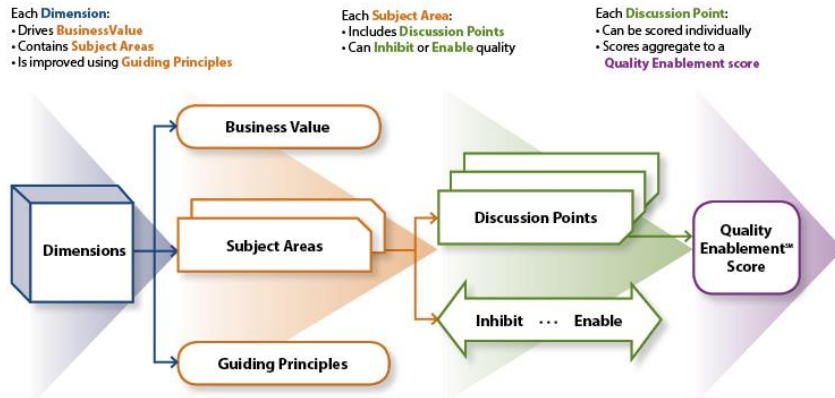
Workers deserve a workplace where they:

- Put in a productive day at work, and
  - Leave with a feeling of accomplishment, knowing that ...
  - They accomplished something meaningful to themselves and valuable to their employer.
- Too often, that isn't what happens ...
- And that's the problem we've solved.

## Effectiveness Dimensions



## Quality Enablement Framework



## Quality Enablement Cycle

