

eliminating a two-year enterprise backlog, reducing customer returns by more than 30%, and improving operational visibility through data-driven leadership, root cause analysis, and continuous improvement strategies. PMP-certified leader skilled in operational transformation, stakeholder management, workforce leadership, vendor management, and scalable performance optimization.

CORE COMPETENCIES

• Conflict Resolution • Change Management • Performance Coaching • Stakeholder Management • Cross-Functional Leadership • Team Leadership & Development	• PMO Governance • Root Cause Analysis • Operational Excellence • Quality Assurance Governance • KPI & SLA Performance Management • Process Improvement & Standardization
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EXECUTIVE EXPERIENCE

QUALITY ASSURANCE OPERATIONS MANAGER ViaPlus	<i>Jul 2025 to Present</i> Houston, TX
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Selected to lead operational improvement and QA governance initiatives supporting high-volume HCTRA image review operations serving the Houston metropolitan region.

- Established the organization’s first formal QA governance framework across U.S. and offshore operations, strengthening quality oversight, KPI accountability, escalation management, and operational consistency across high-volume review environments.
- Achieved and sustained a 99.9% operational accuracy KPI within six months through strengthened QA controls, root cause analysis, corrective action management, and reviewer standardization initiatives.
- Reduced liquidated damages exposure by improving operational visibility, strengthening governance controls, and implementing sustainable quality management processes supporting long-term operational stability.
- Conducted Pareto and root cause analysis to isolate recurring operational defects, identify high-risk error drivers, and improve review consistency at scale.
- Partnered directly with customer stakeholders to standardize reject-code guidance, improving alignment between production review, QA validation, and operational expectations.
- Developed scalable QA standards, escalation criteria, reviewer expectations, and operational decision frameworks supporting continuous operational performance improvement.

BUSINESS OPERATIONS SUPERVISOR PMO LEADERSHIP RJY Group	<i>Feb 2023 to Jul 2025</i> Houston, TX
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Led PMO governance and operational execution supporting federal facility service contracts across VA hospitals, medical centers, and healthcare environments.

- Directed concurrent federal facility projects across HVAC, fire protection, building controls, and infrastructure scopes from bid development through execution and closeout.
- Strengthened PMO governance by implementing execution standards, workflow accountability, reporting expectations, operational oversight processes, and project performance controls.
- Managed project escalation, operational risk mitigation, vendor performance concerns, and corrective action initiatives impacting contract delivery and customer satisfaction.
- Supervised project managers, subcontractors, and vendor teams responsible for operational execution across multiple healthcare facility environments.
- Supported business growth initiatives by expanding vendor partnerships, strengthening subcontractor pipelines, and supporting federal healthcare opportunity development.
- Coordinated site evaluations, execution planning, scope clarification, estimating support, and operational readiness initiatives to improve execution efficiency and reduce project risk.

OPERATIONS COMMAND CENTER DIRECTOR Sunnova	<i>Dec 2021 to Feb 2023</i> Houston, TX
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Selected to lead enterprise operational recovery efforts focused on resolving a two-year service backlog impacting operational performance, service delivery, and customer experience.

- Reduced a two-year operational backlog by 43% within six months, 76% within one year, and fully eliminated the backlog within 14 months through strategic recovery planning and execution leadership.