

Douglas C. Jackman, PMP ITIL/F

Operational Excellence • Lean Transformation • Kaizen • Six Sigma • Continuous Improvement

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Operational Excellence and Continuous Improvement

Improving the performance of your organization by *respecting and empowering front-line employees*: Building an *Army of Problem Solvers* by training them in how to apply improvement methods, analytics, tools, and transformational concepts to their every-day work.

Operations Management and Transformation

- 8 years of experience with global LEAN Transformations - Internal strategic and external customer focus: averaging 15% cost reduction through resource and process optimization in environment of acquisitions and growth, driven by data, logic, group objectives, and problem-solving.
- Re-defined North American Lean strategy based on vision and strategy of the global program. Moved away from resource optimization to end-to-end process optimization and customer satisfaction. North American team posted a \$2M OM increase in 2016 – and another \$2.5M by mid-year 2017.
- Mentored teams around the globe in Continuous Improvement and Lean Transformation project work focused on achieving a balance of Shareholder, Customer, and Employee benefits.
- Wrote Governance Models based on accountability, continuous improvement, and ITIL Framework, resulting in standardization and estimated 15% reduction in variability and defects - optimized processes from end-to-end across multiple operating towers and support teams.
- Reduced overtime (for hourly and exempt employees) through multiple process improvements resulting in reduction of un-billable OT of nearly \$1M in 2017.

Continuous Improvement Training and Mentoring

- 10+ years mentoring employees and developing flexible, open, and transparent relationships – one-on-one meetings and Individual Development Plans helping employees move their career forward.
- Mentored operations managers and front-line employees, driving core Lean behaviors, evaluating and certifying employees, and embedding Continuous Improvement into DNA of the company culture.
- Trained and mentored a team of 22 Improvement Consultants who were responsible for training and coaching operations teams and driving Continuous Improvement projects across the organization.
- 10+ Years developing/delivering technical training and software support - hundreds of Web-based applications, PC/Macintosh applications, main frame applications, database and template design, work flow analysis, small network design, other technology topics. Created / administered assessment testing.
- Designed corporate training centers, training programs, course curriculum, developed/delivered desk-side support program for 3,000 users in branch banking offices covering a 12-state area.
- Implemented full-service technology training program for a regional financial institution - five full-time classrooms (12-25 seats each), employing staff of 7 Trainers for user community of 7,000 users.

Project/Program Management and Leadership

- 6 years managing Lean Transformation projects for teams in the USA, Mumbai India, Manila Philippines, and Berlin Germany. Managed complex deliverables through all stages of program and project delivery.
- 4 years Program Management Office manager – IT support services for a large software technology corporation in the Pacific Northwest. Managed both projects and steady state shared PMO services.
- 5 years Project Manager for Tech Migration projects across the US, including an Eastern Region commercial bank, a leading national investment and financial services firm, and multiple national banks - executed technology rollout to 70,000 seats at various client sites across the country - assessment; planning; cost modeling; procurement; scheduling; implementation; managing customer satisfaction.

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Specific Relevant Skills Include

- Develop organizational goals or objectives
- Develop organizational policies or programs
- Develop marketing plans or strategies
- Communicate and exchange information with colleagues
- Implement organizational process or policy changes
- Studying and interpreting operational documents
- Analyze data to inform operational decisions or activities
- Direct organizational operations, projects, or services
- Production planning - operational procedures or sequences
- Prepare staff schedules or work assignments
- Monitor performance of organizational members or partners
- Plan facility layouts or designs
- Support financial operations
- Analyze financial records to improve efficiency
- Recommend organizational process or policy changes
- Recording operational KPIs and production data
- Calculating material or labor requirements for production
- Determine resource needs - Hire personnel
- Conduct employee training programs
- Advise others on ways to improve processes or products
- Conferring with others to resolve production problems
- Instructing workers on performance of procedures

Employment History

Volunteer Coach / Networking Group OpEx and CI Subject Matter Expert	Employment Security Dept. Washington State	Lynnwood, WA	12/2017	present
Sr. Lean Transformation Program Manager	Atos IT Solutions & Services, Inc.	global locations	08/2011	08/2017
Senior Project Manager / Senior Analyst Service Delivery Manager	Siemens IT Services, Inc.	Issaquah, WA	01/2000	08/2011

Education

Lean Transformation Certificate	Atos University – Lean Bootcamp	2013
ITIL Foundations Certificate (Information Technology Infrastructure Library)	ITpreneurs	2008
PMP Certification #321957 (Project Management Professional)	Project Management Institute	2006
Business Administration / Economics Bachelor Program	Weber State University	