

## TRANSFORMATIONAL IMPACT LEADER

Transforming highly difficult challenges into decidedly successful outcomes inclusive of systems, processes, and people. Proven expertise and leadership backed by a globally diverse career in Program Management, Change Management, and Process Improvement. Exceptional record of improving cohesiveness, effectiveness, and productivity. Known for listening deeply and creating lasting change; igniting inspiration through diversity, inclusiveness, and social-emotional intelligence.

## EXPERTISE & BUSINESS ACUMEN

**EXPERTISE:** Organizational Change Management, Process Optimization, Program Management, Requirements & Scope, Systems Engineering, Agile Development, Risk Mitigation, Strategic & Tactical Planning, Organizational Structure, Talent Development, User & Customer Experience, Leadership Coaching & Mentoring, Team Building, Effective Communication

**INDUSTRY KNOWLEDGE:** Fortune 500, Small Business, Government, Military, Non-Profit, Medical Devices, Banking, Manufacturing, Human Resources, Customer Service, At-Risk Communities, Member Organizations, Training, Education

**CHANGE MANAGEMENT TOOLS:** Lean Six-Sigma, Business Process Reengineering, Prosci, Appreciative Inquiry, Process Mapping, Continuous Process Improvement, Stakeholder & Employee Communications & Engagement, Risk Mitigation & Management, Voice of the Customer, Failure Modes & Effects, Risk Priority Analysis, Root Cause Analysis, CMMI Level 5

***“I was impressed with Kevin from the time we met, and he has delivered everything I hoped for, and more. He fit in immediately with our staff and global customers. He listens vigilantly and asks just the right probing questions in a way that supports collaborative, supportive teamwork . . . truly a well-seasoned business professional.”***

*Curt Klus – Former Vice President, Western Union Global Process & Productivity, Englewood, CO*

## PROFESSIONAL EXPERIENCE & ACHIEVEMENTS

### EnvoyPeace Business Coaching & Consulting

2007 | Present

**Founder & Principal Consultant:** Oversee day-to-day coaching and consulting operations; provide services of change management, business transformation, process improvements, strategic & tactical planning, organizational structure, stakeholder management, customer-centric focus, team building, conflict resolution, communication, and diversity.

**Western Union | Contract & Employee:** As change management consultant, and later Process Improvement PMO Director, transformed regulatory relationships and established world-class compliance operations across 50+ countries.

- Analysis of process variation and failure modes used to merge acquired processes, eliminate duplicate efforts, establish data quality and key metrics, reduce costs and risks, and improve regulatory agency relations.
- Cross-functional stakeholder consensus established for standardized and special-case processes, and the statistical identification of issues and risks for suspicious activity reporting and subpoena response fulfillment.

**United Nations Habitat and Water Sanitation & Hygiene w/African Management Services Co. | 2 Grant Contracts:** Led efforts with cross-cultural boards to create improvements and working solutions for developing countries in East Africa.

- Created and delivered culturally suitable and highly effective educational materials for Interlocking Stabilized Soil Block construction, enabling use of hundreds of machines in storage, reducing time, corruption, costs, and pollution.
- Persistent efforts across international stakeholders established a developing country standard of Concrete Biosand Water Filters; providing clean water to communities and schools; reducing costs and disease.

**Mango Tree Educational Enterprises w/Private Sector Foundation | 3 Grant Contracts:** Implemented process maps, failure modes and effects analysis, monitoring and response plans, statistical cost estimates, and employee engagement.

- Account management time cut nearly 40%, freeing up time for improved fiscal management and oversight.
- Eliminated errors of 25% in inventory and 10% in cost estimates, improving production, sales, and profitability.
- Teams now conduct energetic tactical and strategic planning with collaborative cross-functional leadership.

**Construction Consulting | 3 Contracts:** Focused improvements overcoming obstacles in construction processes, designs, cost estimates, accounting, contracts, labor and materials tracking, sub-contractor management, and customer relations.

- “If there is a better way, he will find it - protecting my profit margins and going the extra mile to achieve 5-stars.”
- “He seems to have a knack for seeing the bigger picture and asking the right questions to run things efficiently; reducing time and materials, avoiding rework, improving workflow, and easing frustration in challenging situations.”

**Medical Customer Service Consulting | 1 Contract:** Led process improvement and change management across five Sales Force HC connected customer service areas; optimizing data quality, processing times, and customer service effectiveness.

**Personal & Professional Coach:** Provided leading-edge coaching and workshops opening paths of social-emotional growth, fulfillment, creativity, empowerment, compassion, and communication; based on the latest neuroscience, behavioral and psychological research with a focus on practice, process, direction and clarity. Reviews: <https://envoypeace.com/reviews>

- “A transformative journey and one of the most profoundly impactful processes for my personal and professional life . . . developing a deeper self-awareness and confidence, I built stronger, more genuine business relationships.”
- “An outstanding coach whose diverse methods help to explore the true essence of who you are. He combines spiritual wisdom, intuition and rational thought in ways that inspire . . . and help you be your authentic self.”
- “Working with Kevin has changed my life. He has a complementary set of skills and strategies that model for me how to improve the management of my emotional nature and practice focus for functionality. He sees me ...”

### Non-Profit Director, Board Member & Consultant

2007 | 2020

**Non-Profit Director:** 7 years with three start-up organizations; developing management, accounting, programs, evaluations, and grants structures. Achieved non-profit status for two organizations in the U.S. More: <https://envoypeace.com#NP>

- Created, delivered, and directed the delivery of leading-edge conflict resolution, communication, compassion, peace, and diversity programs to tens of thousands in businesses, prisons, schools, and community groups.
- Responsible for program delivery involving over 40 contractors and volunteers across 16 countries on 4 continents; including local programs in Commerce City, Capitol Hill, Five Points, and Lakewood.
- Journey Outreach with Inter-American Development Bank provided “Resilience Within” training for multiple Latin American non-profit organizations, creating a foundation of skills and best practices for at-risk populations.
- International studies with over 5000 children show a 50% pass/fail improvement, reduced absenteeism, and improving social-emotional skills. Parole program studies show improved behavior and reduced recidivism.

**Non-Profit Board Member:** 17 years of combined experience as a board member for three international and two U.S. organizations. Provided direction for leadership succession. Led efforts in Kenya and South Africa to create a structure for management, accounting, program evaluation, and reporting; achieving in-country non-profit status for both organizations.

### Northrop Grumman Change Manager & Program Manager

1995 | 2007

10-time Performance Excellence awardee during government, military, and intelligence agency contracting career

- **Lean Six-Sigma Process Improvement Black Belt & Trainer:** Trained and mentored 150+ employees with a feedback rating of 96%. Over \$8.5M in savings realized. Achieved a 140% improvement in system mean-time-between-failure. Improved software design and development processes by 23%. Improved hiring time by 37% and productivity by 80%.
- **Program Manager, Technical Task Orders and Operations:** Led over 40 employees on seven sub-contracts for the strategic planning, development, testing, deployment, and enhancement of a nationally significant, secure hardware and software development program; including the technology used to capture 9-11 terrorists.
- **Program Manager, Operations & Maintenance:** Built and directed a cross-functional contractor/military team of 20 people in the test, evaluation, and start-up operations of a 24x7 nationally significant, secure system used to integrate complex real-time data from 26 agencies; resolving information breakdowns experienced during the 9-11 attacks.

### USAF HQ Air Combat Command & HQ Air Force Communications Command – Captain

1989 | 1995

2-time Air Force Commendation Medal awardee during military career

- **Program Manager:** Financial and Technical PM for \$165M in Combat Communications & Air Traffic Control programs. Saved \$35M by achieving requirements consensus across US Army, Air Force, and Navy command units.
- **Team Chief:** Recognized DoD requirements expert and leader of elite Air Traffic Control Evaluation teams; resolving critical equipment and procedures safety issues. Repeatedly re-engineered equipment beyond specifications.

## EDUCATION

**MASTER’S DEGREE:** Engineering Management | George Washington University, Magna Cum Laude

**BACHELOR OF SCIENCE DEGREE:** Electrical Engineering | Clarkson University, With Distinction

**EXECUTIVE DEVELOPMENT PROGRAMS:** Inspired Leadership Specialization | Case Western Reserve University

**CERTIFICATIONS:** Program Management | Lean Six Sigma Trainer & Black Belt | Essential Management Skills Trainer | Risk Management Trainer | Visionary Leadership & Positive Intelligence Coach | Registered Psychotherapist | Yoga Teacher