

Mark Lefcowitz

CMBB, PMP, CLM, CSM

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Sr. Business Process Engineer / Sr. Project Manager / Sr. Business Analyst

SUMMARY

Over 20 years' experience as a database developer, data modeler, business analyst, project manager, senior process analyst, and process integration and configuration. Seeking problem-solving, modeling, and data analysis opportunities.

QUALIFICATIONS

- Certified Project Manager (PMP), Six Sigma Master Black Belt (CMBB), Lean Master (CLM), and Scrum Master (CSM). Familiarity with ITIL; hands-on experience with Continual Service Improvement (CSI).
- Non-Continuous Process Improvement (N-CPI) Coaching and Problem-Solving; Conflict Resolution consulting and Conflict Analysis support; and facilitation of CTT (Cyber Table Top) exercises.
- Ability to engage and counsel client executives. Expert in facilitation and conflict resolution techniques; *trainer in Conflict Theory, Conflict Analysis Framework, and Dispute Resolution techniques*.
- In-depth knowledge of ISO 9001-2015 and CMMI DEV Level-3 standards.
- Experienced in complex, high-profile projects, including software development and operations, hardware installation, and business process improvement.
- Experience with agile software development, continuous integration, and DevOps.
- Experience with Organizational Change and Culture Change Methodologies.
- Experience with organizational and agency-level business process re-engineering, planning, and organizing.
- Experience with developing sound business and IT methods and processes.
- Experience with analyzing organizational or project and program performance indicators to identify key areas for improvement.
- Experience with developing performance measures to monitor progress toward organizational or program and project goals and objectives.
- Experience with developing strategic goals, vision, priorities, programs, and long-range plans for an organization, including adjusting them as necessary in response to mission and other internal and external changes.
- 15-year experience as an independent mediator and conflict analyst
- Experience with delivering management consulting services to both the Federal government and private business.
- Proficient in data & metadata gathering, modeling, mining, and Business Intelligence visualization; Power BI and Tableau experience. Skilled in facilitation, active listening, and business consulting.
- Excellent oral and written communication skills.
- Hands-on management and leadership by example style. An advocate of proactive and continuous mentoring to coordinate and oversee the work of others.
- Comfortable in projects having geographically disbursed teams and product owners.

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RELEVANT WORK EXPERIENCE

Principal Process Engineer / Sr. Business Analyst / Sr. Organizational Change Analyst; Jan 2001 – Present

Duties dependent upon the required contractual role and responsibilities, including but not limited to:

- Continuous Process Improvement: Six Sigma, Lean, ISO 9001-2015, CMMI, DevOps, and ITIL CSI
- Business Intelligence (BI), Business Transformation, Organizational Change Management
- Project Management and Support: Waterfall, Agile Framework. Project Management, Business Analysis, Systems Analysis
- Operations Research and Data Governance

Database Developer and Business Analyst; Aug 1997 – Dec 2000

Duties dependent upon the required contractual role and responsibilities, including but not limited to:

- Microsoft Access Developer; Business requirements / rules collection and documentation, GUI development, data scrubbing, and data table development
- Oracle Developer; Business requirements / rules collection and documentation, GUI development, data scrubbing, and data table development
- Business Analyst; Business requirements / rules collection and documentation, risk identification and contingency plan documentation

EDUCATION AND PROFESSIONAL TRAINING

- MBA Degree Graduate Program, University of Mary Washington, College of Graduate and Professional Studies, Fredericksburg, Virginia; 2007 - 2008.
- B.A., University of Pittsburgh, Pittsburgh, Pennsylvania, 1971 - 1976.

CERTIFICATIONS

- Certified Project Management Professional (PMP); Project Management Institute (PMI), 2/12/2005 - 2/11/27, #215376.
- Certified Six Sigma Green Belt (CGB); Six Sigma Academy LLC, 11/20/2005.
- Certified Six Sigma Black Belt (CBB); Six Sigma Academy LLC, 08/26/06.
- Certified Six Sigma Master Black Belt (CMBB); Six Sigma Academy LLC, 01/01/2007.
- Lean Master (Administration & Manufacturing); Lean Enterprises, Inc., 05/11/2009.
- Basic Military Emergency Management Specialist (MEMS-B); SGAUS, 07/25/2010.
- Senior Military Emergency Management Specialist (MEMS-S); SGAUS, 09/17/2010.
- Certified Scrum Product Owner (CSPO); Agile Alliance, 12/28/2015.
- Certified Scrum Master (CSM); Agile Alliance, 11/11/2015.
- DAU Cyber Table Top (CTT) course, 06/29/2023

SECURITY CLEARANCE

Top Secret; U.S. Citizen

Revised: SEP 2023