

Mark Lefcowitz

PROFESSIONAL SUMMARY

Accomplished Senior Business Analyst, Process Analyst, Project Manager, and Technical Writer with over 20 years of experience in Information Technology (IT), business transformation, process improvement, and data management. Highly skilled in project management, risk management, requirements gathering, gap analysis, and delivering IT and business solutions aligned with strategic goals. Expertise in Agile (Scrum and SAFe), Lean, Six Sigma, and other process improvement methodologies. Known for facilitating collaborative environments, driving change, and ensuring successful project execution. Strong communication, leadership, and analytical skills with a passion for continuous improvement and operational excellence.

AREAS OF EXPERTISE

- **Project Management:** Agile (Scrum, SAFe), Lean, Six Sigma, Waterfall
- **Business & Process Analysis:** Requirements Gathering, Gap Analysis, Process Re-engineering
- **Technical Leadership:** System Configuration, Troubleshooting, ITIL, CMMI, ISO 9001-2015
- **Data Management:** Data Scrubbing, Business Intelligence (BI), Data Integration
- **Change Management:** Organizational Change, Culture Change, Conflict Resolution
- **Methodologies:** DevOps, ITIL CSI, Agile Tools, Lean Six Sigma
- **Writing:** Pink Team / Red Team Contributor, Technical writing
- **Technical and Organizational Facilitation:** JAD, RAD, Brainstorming, and Work Groups
- **Training in Conflict Analysis & Dispute Resolution**

PROFESSIONAL EXPERIENCE

MCL & Associates, Inc. — *Fredericksburg, VA*

Sr. Process Analyst / Sr. Business Analyst / Sr. Organizational Change Analyst

January 2001 – Present

- Led business analysis to identify needs, assess issues, and define aligned solutions.
- Managed business requirements and translated them into clear technical deliverables.
- Acted as liaison between Product Owners, Business Owners, and IT teams for alignment.
- Conducted risk analysis and scope definition to mitigate project challenges proactively.
- Facilitated cross-team collaboration and drove knowledge transfer to ensure alignment.
- Led UAT, validation meetings and refined backlogs to meet customer expectations.
- Applied Agile methodologies (Scrum, SAFe) to enhance collaboration and achieve goals.
- Coordinated and tracked Waterfall, Agile, and Continuous Process Improvement (CPI).
- Led system enhancements and product upgrades to ensure business needs and compliance.
- Developed business and system documentation, including data mappings and assessments.
- Mentored and trained team members, fostering knowledge-sharing and resource redundancy.
- Applied Six Sigma, Lean, and ITIL frameworks to drive process improvement initiatives.

Sage Management Systems, Inc. — *Fredericksburg, VA*

Database Developer and Business Analyst

August 1997 – December 2000

- Developed and managed databases using Access and Oracle, ensuring data quality.
- Collected and documented business requirements for GUI, data tables, and system upgrades.
- Led data scrubbing and table development projects, ensuring accuracy across systems.
- Coordinated with stakeholders to identify risks, document plans, and align go

EDUCATION

University of Pittsburgh — *Pittsburgh, PA*

Sociology & Political Science (Double Major). Focus: conflict analysis/conflict resolution.

Graduated with Bachelor of Arts (BA)

CERTIFICATIONS

- **Project Management Professional (PMP)**, Project Management Institute (PMI) — *Feb 2005 – Feb 2021*
- **Six Sigma Master Black Belt (CMBB)**, Six Sigma Academy LLC — *Jan 2007*
- **Lean Master (Administration & Manufacturing)**, Lean Enterprises, Inc. — *May 2009*
- **Certified Scrum Product Owner (CSPO)**, Agile Alliance — *Dec 2015*
- **Certified Scrum Master (CSM)**, Agile Alliance — *Nov 2015*
- **Six Sigma Green Belt (CGB)**, Six Sigma Academy LLC — *Nov 2005*
- **Six Sigma Black Belt (CBB)**, Six Sigma Academy LLC — *Aug 2006*
- **Basic Military Emergency Management Specialist (MEMS-B)**, SGAUS — *Jul 2010*
- **Senior Military Emergency Management Specialist (MEMS-S)**, SGAUS — *Sep 2010*

ADDITIONAL INFORMATION

- Over 15 years of experience as an independent mediator and conflict analyst.
- Skilled in providing management consulting to federal agencies and private businesses.
- Proven track record of engaging executives, managing projects, and driving improvements.
- Experienced in leading remote teams and collaborating with cross-functional stakeholders.
- Expert in facilitation methodologies and techniques.
- Over 50 published articles, white papers, and public presentations