

AMADA E. ALONSO

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Seeking creative interior design position, using knowledge and interpersonal skills to add value to the firm and its clients

- Process Engineering
- Layout Optimization
- Work Measurement
- Statistical Quality Control
- Facilities Planning
- Project Management
- Supply Chain Management
- Operations Research
- Inventory Control

EXPERIENCE

MEMORIAL HEALTHCARE SYSTEM Hollywood, Florida

Process Improvement Specialist

July 2013 to August 2014

Managing multiple projects and project lead for Joe DiMaggio Children's Hospital and Memorial Regional Hospital South; Experienced in applying Lean and Six Sigma tools in improving operational quality and efficiency throughout system

- Leading interdepartmental taskforces in Lean projects to improve operational effectiveness through project-based initiatives within hospitals and support areas
- Process flow observation, documentation, root-cause analysis and implementation of improvement initiatives
- Completed process improvement projects under tight deadlines
- Creative problem solving, intense data analysis, aligning operations with organizational values, leading project teams to effective solutions, and driving cultural change throughout organization
- **JDCH Emergency Department Project, April 2013-September 2014:** *Led LSSBB process improvement project that realized an estimated financial benefit in excess of \$180,000 per year*
 - Black Belt Project lead for interdisciplinary team of doctors, nurses, support staff and executives
 - Improved cycle time for Room Assigned to Report Called to an average of 21 minutes despite surge in volumes; reduced process waste, increased value added operations
 - Realized estimated benefit in excess of \$180,000 per year
- **Lean Six Sigma Yellow Belt Certification Trainer**
 - Taught Lean Six Sigma Yellow Belt certification class
 - Assisted in developing Lean Six Sigma Yellow Belt curriculum
 - Introduced concepts and tools of Lean and Six Sigma to various levels of healthcare system leaders

INVICTA WATCH COMPANY Hollywood, Florida

Account Relationship Coordinator

April 2012 to July 2013

Reported directly to CEO. Lead in process improvement and operational projects.

- **WMS Project Manager:** Led and implemented a company-wide, centralized Warehouse Management System to improve process efficiency, effectiveness, and increase inventory turnaround.
 - Process flow observation, documentation and analysis; systematic layout planning
 - Integration of software with current database and inventory systems
 - Thorough training of warehouse pick users
 - Efficiency increase, inventory holding decrease, accurate inventory data
 - Customer satisfaction in being able to now accommodate their needs
- **Supply Chain Management and Coordination:** Lead in logistical management of multiple suppliers' production schedules (Pull System) on an ongoing basis
 - Coordinated product allocation with suppliers/special packaging accommodations
 - Point person in efficiently allocating product to distributors through advanced data reporting and analysis
 - Coordinated shipment priority for the shipping department; increased inventory turnaround
 - Manage selected distributor accounts; order placement, shipment coordination, samples, etc.
- **Project Manager for Invicta's customized Central Database:** Manage data flow and transfer from the database to official website and other sister sites
 - Developed and improved watch specification entry and documentation system within CDB
 - Continuous improvement of system's logic and managed all orders and shipping documents within system
 - Managed reporting capabilities of system and developed report templates for daily use across departments
 - Work directly with vendors in the process of data input
 - Managed development of Invicta offline app and other distributor-specific utilities

MEMORIAL HEALTHCARE SYSTEM Hollywood, Florida

Process Improvement

July 2011 to April 2012

Applied Lean and Six Sigma tools in improving quality and efficiency, under the Process Improvement Department.

- **Project Lead for MRH Outpatient Rehab Services:** improve process efficiency and increase patient satisfaction
 - Performed process data collection and analysis
 - Process flow observation, documentation and analysis
 - Proposed final recommendations to improve productivity and patient satisfaction
- **MRH Outpatient Services:**
 - Participated in a project to improve process efficiency and patient satisfaction throughout Outpatient Services
- **Clinical Effectiveness**
 - Attended and assisted in the preparation of the Clinical Effectiveness team meetings
 - Developed a task force log for the Clinical Effectiveness meetings
- **Memorial Hospital West's Women's Imaging Center:** project to improve process efficiency
 - Performed data collection and analysis, process flow observation, documentation and analysis
 - Worked with the MHS and MHW team to optimize patient and staff scheduling
 - Developed project closing document for project review purposes
- **Materials Services, Procurement, and Billing:** project with the departments to optimize their interrelated processes
 - This will potentially result in the capture of an additional \$12 million dollars in revenue a year
 - Developed process flow map for the purchasing and billing process within Surgical Services
 - Developed process flow map for the Medications in the OR processes system-wide
- Contributed to the update of the curriculum for the Process Improvement Yellow Belt Training
- Assisted in teaching the Yellow Belt Training classes

MERCY HOSPITAL Miami, Florida

Student Intern/Consultant

September 2009 to December 2009

Design project to identify improvements in the operational areas of the pre-op and post-op processes of the surgical department

- Applied Lean Six Sigma tools in the analysis of data (process mapping analysis)
- Process owner interviews
- Data review and analysis
- Developed and conducted a time study on patient throughput in those areas
- Performed a work sampling on the various skills in the area (i.e. nurses- RN's & CN's, orderlies, secretaries, etc.)
- Recommendations were made in reducing turnaround time and preventing delays within the process, and in improving overall productivity.

EDUCATION

FLORIDA INTERNATIONAL UNIVERSITY Miami, Florida

Master of Interior Architecture

estimated May 2017

UNIVERSITY OF MIAMI COLLEGE OF ENGINEERING Coral Gables, Florida

Master of Science Industrial Engineering, Management Concentration

May 2012

Honors

UNIVERSITY OF MIAMI COLLEGE OF ENGINEERING Coral Gables, Florida

Bachelor of Science Industrial Engineering

May 2012

FLORIDA INTERNATIONAL UNIVERSITY COLLEGE OF ENGINEERING

Certified Lean Six Sigma Black Belt

June 2014

ADDITIONAL INFORMATION

Languages: Spanish

Computer Skills: Autodesk Revit, Adobe Creative (InDesign, Photoshop), Microsoft Excel, PowerPivot, VLookup, VBA, Logical Functions; Microsoft Visio, Microsoft Dynamics GP