

DR. JEFFREY A. ROBINSON

email: robinson_ja@q.com

SUMMARY

Senior technologist, Six Sigma Master Black Belt, program and project manager. Expert in technical project management, technology, network administration, architecture and design; Also security, risk management, database management, network design and administration, data mining and business analytics, and problem solving. (Certs: PMP, SS MBB, CMMI, ITIL, Computer Forensics)

EDUCATION

Ph.D. Information Systems; Nova University
Postgraduate Certificate in Computer Forensics; Kaplan University
M.A. Business Management; Central Michigan University
Flight Training, Pensacola, Florida - Naval Flight Officer – F4 Phantom Jet
B.S. Electrical Engineering; University of Illinois – Champaign-Urbana
B.A. Physics; Monmouth College

PRIMARY AREAS OF EXPERTISE

Six Sigma Experience: *Six Sigma Master Black Belt* with broad experience working with problem solving and process improvement activities (DMAIC/DMADV/DFSS/8-D). Strong **Transactional and Lean** experience in both manufacturing and IT environments (real time dispatching, JIT, Kaisan, Kanban, Poka Yoke, 5S, Theory of Constraints).

- Curriculum development and delivery of GB and BB courses (including decision theory and quantitative statistics)
- Developed Best-in-class Six Sigma candidate development system (>180 GBt & BB candidates with a 50% graduation rate).
- Personally documented more than \$20 million in savings in Six Sigma projects in a wide range of industries
- Extensive audit and assessment experience; SW V&V; IT organizations at all levels (QSR, ISO, CMMI)
- Extensive problem-solving experience as Six Sigma Master Black Belt consultant at Motorola; crisis resolution/root cause analysis; Special interventions for organizational “spills” (high visibility projects); Data analytics, solution modeling, implementation, financial realization
- Organized and led Kaisen events for Lean Six Sigma Quality program in automotive manufacturing facility. Developed and conducted lean and full Six Sigma training for Green Belts and Black Belt certification program. Managed projects, tracking, organizational metrics.
- **Recently authored a book by McGraw Hill “Six Sigma Quality Improvement – Success Stories from the High-Tech Industry”** containing instructions and case studies on *Six Sigma projects and applied analytical methods*

Process/Quality Experience: Used and championed a wide variety of quality and process assessment methodologies; *SEI-CMM, QSR, QS9000, CMMI, ITIL, Malcolm Baldrige* Quality Assessments; assessor/trainer, software/IT, mfging processing (development, modeling, simulation, forecasting), SSPD Division Quality Manager (3 yrs). *Six Sigma MBB*

Statistical Analysis Experience: Have taught Quantitative Statistics at the graduate school level and acted as resident statistician at a semiconductor manufacturing facility while supporting a device engineering department.

- Statistical specializations include: FMEA, DOE, Response Surface Analysis, Simulation and Modeling, MANOVA, Advanced Regression techniques, non-parametric analysis, psychometrics, survey analysis & design, Monte Carlo analysis, QFD, KJ, Analytical Hierarchical Processing, & more. Neural-network SOM (Self-organizing maps).
 - Stat tools include: Minitab, SAS, Crystal Ball, SAS-JMP, RS1, TreeAge, RapAnalyst, Netica (Bayesian network SW).
 - Extensive experience in Business Analytics and datamining (semiconductor manufacturing, automotive, financial services)
 - Developed four 5-day courses in Datamining & Business Intelligence, highlighting SQLServer 2008 & advanced tools (courses consisted of 67 two to four hour modules and labs)
 - Have taught graduate and undergraduate courses in statistics, applied statistics, business intelligence, data mining, Six Sigma, etc.
- Project Management Experience:** More than two decades of project management experience in IT, manufacturing, healthcare, and service industries, involving technology introduction, software development, large system migrations, new software development center startups, process and tool deployment, special interventions. **Large project teams (75+)** and **large programs (>12 concurrent inter-related projects)**; Have taught many of the quarterly professional development seminars at local PMI chapter. Have taught and developed Project Management classes (PMP and SDLC) in industry and Universities. Extensive experience in CMMI and ITIL implementations. Familiar with IEEE, ISO, QSR standards. (PMP certification has expired but is being reactivated, ETA 6/30/2014)
- Sr Project Manager at American express managing development and implementation of complex technical & data projects.
 - Set up and established QA organizations and PMOs for new software development center startups; Developed and deployed standards for metrics, reporting, project monitoring, tracking and control
 - ITIL certifications in v2 and v3; specializations include: Release Management, Change Management, Configuration Management, Availability and Capacity Management. Coordinated more than a dozen ITIL process development projects. As the Master Black Belt overseeing a team of BBs designing & delivering ITIL “best practice” processes; metrics champion and ITIL SME. Metrics specialist (incident/service desk, problem & change mgt, config mgt, release mgt, availability/capacity mgt)

Problem Solving Experience:

As Principal Consultant at Motorola (and other manufacturing facilities), identified, prioritized, analyzed, and managed critical projects and interventions. Large Data projects; startups, migrations.

- Extensive problem solving experience as Six Sigma Master Black Belt consultant at Motorola; *crisis resolution/root cause analysis; Special interventions for organizational “spills” (high visibility projects)*; Data analytics, solution modeling, implementation, financial realization; High Availability expert (5NINES)

Information Technology Experience: Designed, managed, and tuned large heterogeneous databases for enterprises. Managed and championed large IT SW development teams and projects. Developed and taught courses in DB design, *network operating systems, network administration and performance tuning*, database administration, advanced SQL, data warehousing, data-mining, and SW/DB/Network security. Windows and UNIX experience (shell programming); system performance tuning, design and implementation of *High Availability (5NINES) systems*. ITIL expert in Availability and Capacity management; system fault tolerance, availability modeling, failure analysis, network topology, network analysis and security.

- Expert in SQL Server (design, SQL and administration); Sharepoint (design and administration)
- Have developed and taught graduate courses in Network Design, Operating system, Network administration, security, system tuning, IT project management (including: IT-273 Introduction to Networking, IT-263 Advanced Networking, IT-273 Network Administration, IT286 - Network Security, MSIT 530 – Networks;

Industries – Semiconductor manufacturing, IT, medical device manufacturing, advanced electronics (IC assembly, surface acoustic wave devices, hybrid surface mount technologies, wireless telemetry), automotive products and manufacturing, financial systems, nuclear power industry, cybersecurity, municipal and state government, - Library of Congress, DOD, NASA, etc.

OTHER AREAS OF EXPERTISE

Leadership Experience: Officer USMC; Naval Flight Officer; Tactical Air Controller; Six Sigma Master Black Belt; Performance Excellence Champion; MIS Manager; Manager of Computer Integrated Manufacturing; Assistant Department Chair for Technology at University of Phoenix for four years; Member Board of Directors, Building Arizona Families (Arizona based adoption agency) Currently *Vice-President (Technology) and co-founder of Accelerated Quality Improvement; aqionline.com*

Consulting Experience: Both internal and external to Motorola; alone and with teams.

- Subject areas include: Process/ quality, managing large teams, technology assessment, training, organizational design, change management, mfg technology. CIM, Six Sigma, neuro-linguistic programming & communications.
- Clients include: Motorola, GD, Northern Telecom, The Upjohn Company, Rockwell, Federal Reserve, GMAC.
- Extensive international travel experience (Mexico, Australia, Scotland, Russia, India, Malaysia, **China**, etc.)

Business/Financial Experience: MBA, extensive experience designing, implementing and using large manufacturing planning, forecasting, costing systems. Extensive experience working with business plan development, strategic, tactical and operational planning, business decision modeling and risk assessment, business case analysis, value stream mapping.

Teaching and Speaking Experience: Twenty years teaching experience at *University of Phoenix* (71 different courses), and ten years online at *Kaplan University* (28 different courses) with a rank of Full Professor. Development & teaching of graduate and undergraduate courses including: Information Systems Management, Decision Theory, Project Management, Strategic Planning, Statistics, Programming, Software Engineering, Operating Systems Internals, Risk Assessment, Organizational Design, RDBMS

- Adjunct faculty (graduate and undergraduate); business and technology 1989 to present
- Assistant Department Chair for Technology for five years.
- *Microsoft Certified Trainer (MCSE); Motorola University* curriculum development, master trainer, instructor; *Toastmasters; Project Management Institute*: frequent speaker at quarterly professional development seminars; *Six Sigma GB & BB training*

Cybersecurity experience:

- Managed multiple cybersecurity projects for large heterogeneous IT organizations, including management of multiple PCI-DSS assessments, NIST Cybersecurity assessments, risk assessments. Oversaw vulnerability scans, penetration scans for diverse, complex networks. Conducted enterprise Cybersecurity audit (NIST Framework) for City of Phoenix. Certified Ethical Hacker training. Served as program manager at American Express Cryptographic Center of Excellence.
- Developed courses in IT Security Audits MSIT 591 at Kaplan (including vulnerability and penetration testing, HIPAA, PCI, ISO, COBIT, CMMI, ITIL). Have taught all courses in Kaplan University’s MSIT Cybersecurity program including: Certified Ethical Hacking, Network Security, Cryptography, Quantitative Risk Analysis. Post graduate certificate in Computer Forensics
- Developed and taught courses in Defensive Programming (i.e. writing secure code) for Motorola

Change Management Experience: Six Sigma Master Black Belt, Malcolm Baldrige Champion, program manager; implementing SEI CMM programs, developing metrics systems, implementing process and quality systems. Change agent for several years, installing large automated paperless manufacturing execution systems (CIM), migrating system platforms (for businesses, organizations, manufacturing, engineering).

Management Experience: Managed large MIS departments (with software and hardware development teams, help desk and maintenance support teams (>24 people and multi-million dollars HW and SW budgets). Managed large (diverse and distributed) project teams. Multiple direct and non-direct reports.

Management Experience (Continued)

- Coordinated startup of several international high maturity (CMM lvl 3-5) software development centers (500+ people in Canada, Mexico, Scotland, and Chile) Start to end implementations; business and technical aspects; from site selection, interviewing and training of management team, development and delivery of 160-hour training program (ITP – Induction Training Program) for new hires; business modeling; organizational assessments.
- Acting Division Quality Manager, SSPD, Global Software Group, Motorola

Supply Chain Experience - Extensive experience in Supply Chain, MRP and ERP systems.

- Set up and managed full, closed-loop, regenerative MRP system for high volume ASIC semiconductor manufacturing
- Established supply chain record system for high quality medical device manufacturing facility
- Published papers on mfg control theory, simulation, forecasting and real-time dispatching in refereed journals (APICS)
- Possess 4 patents in manufacturing Control theory.

PROFESSIONAL WORK EXPERIENCE

ASU, Quality Management Consultant	4/2010-6/2018
CITY OF PHOENIX – ITS Project Manager (Cybersecurity)	12/2014-7/2017
ACCELERATED QUALITY IMPROVEMENT –Principal Consultant, SSMBB	4/2011-present
AMERICAN EXPRESS Sr Project Manager	10/2010-present
Infrastructure Technologist; Strategic Analysis; Application Portfolio Management and Infrastructure Strategy, Program Manager Cryptographic Center of Excellence, Sr Project Manager, Data and Process Manager	
ALTRAN SOLUTIONS - Principal Consultant , IV&V for nuclear DCS	6/2010-9/2010
AMERICAN EXPRESS, ITIL Release and Deployment Program Manager	2008-2010
SIX SIGMA ADVANTAGE Principal Consultant – Six Sigma Master Black Belt	2007-2008
VANTAGE MOBILITY INTERNATIONAL Process/Quality Consultant – Six Sigma Master Black Belt	2007-2008
MOTOROLA	1987-2007
20 years in a variety of roles, including: Consultant Six Sigma Master Black Belt, Performance Excellence Regional Manager (Malcolm Baldrige Assessor), Division Quality Manager, Staff Technologist, Manager Technology Assessment, Senior Device Engineer, Manager Computer Integrated Manufacturing.	
MICRO-REL, A division of Medtronics, Tempe, AZ Manager Computer Aided Manufacturing	1983-1987
CONSULTING	1984-1987; 1993-1996; 2007-2014
ASU – NASA – OSIRIS-Rex, Office of Knowledge Enterprise Development (OKED)	2011-2014
Hypercom/Verifone	2010
Six Sigma Advantage; Six Sigma consulting	2005-2008
Consultant for communication and neuro-linguistic programming	1993-96
Consultant for computer integrated manufacturing	1984-87
SILICON SYSTEMS INC, Tustin, CA Senior Systems Analyst	1981-1983
HUGHES AIRCRAFT, Fullerton, CA Program Manager	1981
ROCKWELL INTERNATIONAL, Newport Beach, CA Process Engineer	1979-1981
USMCR, Naval Flight Officer and Senior Air Director (Air Traffic Control)	1974-1979
1st Lieutenant, USMCR, Air Wing; <i>Primary duties:</i> Naval Flight Officer, Radar Intercept Officer (F-4); Tactical Air Controller, Senior Air Director; <i>Collateral duties:</i> Legal Officer, Classified Material Control Officer, Training Officer, Electronic Warfare Officer, Nuclear, Biological and Chemical Warfare Officer	

PROFESSIONAL AFFILIATIONS

Current Affiliations:

- PMI - Project Management Institute
- SF Novelists - a professional novelist writers group
- Toastmasters
- IEEE
- ASQ – American Society of Quality

Previous Affiliations:

- ASME - Member Sub-Committee on SQA for NQA
- Member Board of Contributors; Information Strategies; Auerbach Publishers
- APICS—American Production & Inventory Control Society
- DECUS—Digital Equipment Corporation User Society, Board Member and Officer of local user group

PROFESSIONAL CERTIFICATES

- Six Sigma Black Belt 6/2002
- Six Sigma Master Black Belt 12/2003
- SW-CMMI assessor v1.2 3/2002
- Microsoft Certified Trainer 7/2000
- Certified Toastmaster 5/2004
- ITIL certified v2 7/2005
- PMP (7/2014 and 7/2017)

Speeches, Courses Taught, Presentations, Publications, Patents and Awards, detailed computer experience, available upon request.