



JoAnn Fabrizio  
Consultant  
Located in Pittsburgh, PA

## EDUCATION

- MBA, Pepperdine University, April 2011
- Leadership Program for Women Certificate, University of California Los Angeles Extension, 2008
- Systems Engineering Certificate, California Institute of Technology, 2007
- B.S., Industrial Engineering, Pennsylvania State University, May 2002

## CERTIFICATIONS

- Scrum Master, Scrum Alliance, December 2019
- Six Sigma Black Belt, American Society for Quality (ASQ), November 2016

## Profile

A leader with over 20 years of experience in internal and external consulting with a focus on driving operational efficiency and business process improvements. Transformation efforts include establishing Program Management Offices, standardizing operations, and developing the necessary requirements and IT tools to streamline operations. Experience leading large consulting contracts and driving and implementing the desired changes to business processes, metrics, IT systems, training, and policies. Experience in aerospace, federal government, financial services, and healthcare.

## Experience Highlights

### **Biztoming consultant Jan 2020 – Present**

- Leads a small woman-owned firm that provides management consulting services to businesses and government to improve operations
- Provides scrum master and agile framework support and guidance to financial services clients for transformations involving applications such as Salesforce

### **SDLC Partners, Pittsburgh, PA July 2018 – Jan 2020**

#### **Senior Business Consultant**

- Led improvement initiatives including six sigma black belt projects, operational improvements, IT enhancements, metrics implementations, and Robotics Process Automation (RPA) projects

### **STG Inc, Arlington, VA July 2017 – July 2018**

#### **Program Manager, Business Process Manager, Hiring Manager – Department of State Contract**

- Led strategic efforts to set up a Program Management Office, led the Business Process Improvement Team as well as the roadmap development to integrate several IT tools to improve efficiency across the Department of State operations worldwide, \$125 million contract vehicle

### **NOVACES, LLC, Washington, DC, June 2016 – June 2017**

#### **Senior Business Consultant – General Services Administration (GSA) Contract**

- Led the Performance Management Framework work stream in evaluating, developing, and implementing over 20 metrics to manage performance of the organization for a large IT integration and transformation project

### **Advanced Management Strategies Group (AMSG), Washington, DC, Oct 2014 – May 2016**

#### **Lean Six Sigma/Process Lead – Department of Veterans Affairs Contract**

- Led the Lean Six Sigma/Continuous Improvement efforts to standardize and streamline operations and create a Pathways Program Management Office (PPMO) for the Pathways Programs at the Department of Veterans Affairs (VA), an organization of over 345,000 people

### **Booz Allen Hamilton, McLean, VA, Dec 2011 – Oct 2014**

#### **Associate – Organization Effectiveness and Efficiency**

- Led team members for a high priority Air Force project aimed to improve the operational efficiency of the benefits process as well as the financial auditability for the Air Reserve Component for Activation and Deactivation (ARC A/D) of members for all three Air Force components (23 business processes)

### **Northrop Grumman Corporation, El Segundo, CA, 2006 -Nov 2011**

#### **Continuous Process Improvement Analyst III & Affordability Rotation**

- Led a six sigma workout to solve a significant problem for the F-35 Program related to non-conforming parts during manufacturing and to decrease process cycle time, potential savings over \$300M