# Mark Lefcowitz, CMBB, PMP, CLM, CSM, CPO

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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.
* 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.

**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

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