




# IDA P. MACK

MBA, MAFM, CSM, SSBB

People-oriented Leader | Director | Program Management | Business Process Improvement

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## FUNCTIONAL SKILLS

- Global Value Chains
- Leadership & Mentoring
- Stakeholder Management
- Business and IT Alignment
- Risk & Scope Management
- Quality Assurance
- Project Administration & Coordination
- Requirement Gathering & Analysis
- Delegation/Negotiation
- Enterprise Implementation
- Strategic Growth Plans
- Corporate Finance
- Data Management
- Risk Mitigation
- Cost-Benefit Analysis

## EDUCATION

- Master Accounting & Finance, Keller Graduate School of Business Management (2011)
- M.B.A., University of Phoenix (2007)
- B.A. Psychology, CSU Dominguez Hills (2000)

## CERTIFICATIONS

- Six Sigma Certification (Green Belt), ISSI # 58526841612998 (2016)
- Six Sigma Black Belt SSGI (Nov 2019)
- Master Certification in Project Management, Keller Graduate School of Business Management.
- Agile Expert Certification (2016)
- Certified SCRUM Master (2017), Scrum Alliance

## TECHNICAL SKILLS

- Microsoft Office suite: MS Word, MS EXCEL, MS PowerPoint, MS Teams MS Visio
- SharePoint
- Project Management Software: MS Project, Clarity, Smartsheet, Asana

15 years of combined experience in business process improvement and managing programs. As a creative, self-motivated, out-of-the-box thinker driven by the "big picture," my passion is *developing sustainable programs* designed to support growth initiatives that *drive business process improvements to achieve mission-critical objectives*. With a program management and *continuous improvement mindset*, skilled in agile principles and lean and project management methodologies, I create cross-functional self-empowered teams to *deliver a results-driven vision with the highest impact on the business*.

## MOST RECENT EXPERIENCE

KITE PHARMA, SANTA MONICA, CA

### Sr. Global Mfg. Program Manager

May 2020 – Present

- Built the Global Mfg. Program Portfolio Management (PPM) program includes intake processes, communication pathways, and quarterly global manufacturing PPM portfolio reviews.
- Aligned the five global manufacturing PPM programs by creating and leading a cross-functional agile team of 5 Sr. Managers, 'The Squad,' whose purpose is to serve as 'One Voice' and unite the manufacturing network.
- Guided 'The Squad' in developing a global manufacturing intake process, which successfully processed the intake of 37 projects into the manufacturing network by 2023.
- Project Lead for the Business Strategy & Operations Network during their transition to a centralized global PPM program across Tech Ops.

KITE PHARMA (CONTRACTOR), SANTA MONICA, CA

### Project Manager II

Feb 2020 – May 2020

- Worked closely with senior leadership to strategize innovative business processes and technology initiatives, resulting in improved operational efficiencies.
- Redesigned and socialized the new Operational Excellence (OE) MS Teams SharePoint site.
- Collaborated with OE led to creating standardized training uploaded into GLearn LMS.
- Facilitated root-cause analysis across the manufacturing network and created a best practice template for root-cause analysis adopted across the global process development group as a best practice.

DISNEY, BURBANK, CA

### Sr. Process Analyst

July 2019 – Oct 2019

- Assessed current processes for gaps to identify opportunities for improvements to DWS Shared Services.
- Conducted interviews with process owners and key stakeholders to map level 1 and 2 CS and FS processes.
- Presented findings and recommendations for 'Shared Services' to DWS executive management in PowerPoint.
- Provided weekly project status updates to DWS senior management.

WARNER BROS, BURBANK, CA

### Project Manager/Process Analyst

May 2019 – July 2019

- Consulted with senior-level management to identify & document opportunities for process improvements within the Emergency Operation and Disaster Recovery (DMAIC).
- Developed crisis management plans for critical departmental processes to ensure continuity of operations during a crisis.
- Created and updated facility maps (i.e., zone maps and floor plans).
- Responsible for creating the 2018 Business Continuity Disaster Recovery Plan exercise for the Burbank sites.

SIGUE CORP. SYLMAR, CA

**Technical Project Manager**

**June 2018 – Feb 2019**

- Presented timely project status updates, risk and issue analysis, and financial impact assessments to various organizational stakeholders.
- Fostered a highly collaborative atmosphere and suggested and solicited process/program changes and improvements to ensure a successful product.
- Managed various multi-disciplinary organizational projects (technical, infrastructure, operational).
- Mapped business workflows to improve current processes and translate improvements into application workflows (SDLC).

WARNER BROS, CA

**Project Manager, Burbank**

**Feb 2018 – June 2018**

- Consulted with senior-level management to identify & document opportunities for process improvements within the Emergency Operation and Disaster Recovery (DMAIC).
- Developed crisis management plans to align decision-making and communication in critical departmental processes to ensure continuity of operations during a crisis.
- Created and updated facility maps (i.e., zone maps and floor plans).
- Responsible for creating the 2018 Business Continuity Disaster Recovery Plan exercise for the Burbank sites.

XTECH SYSTEMS, CANOGA PARK, CA

**Global PMO Director**

**July 2017 – March 2018**

- Managed a global portfolio of business operations and IT projects (Waterfall and Agile).
- Stood up Project Management Office (PMO) and managed the Professional Services budget.
- Developed a structured end-to-end business process analysis plan to define and standardize department processes (DMAIC), PMO policies, and procedures (SOPs).
- Facilitated Learning & Development training for Solution Consultants & Sales Team.

CONTRA COSTA COUNTY MARTINEZ CA

**PROJ. Mgr. (PMO Consultant)**

**Jan 2017 – April 2017**

- Led project manager (PM) for an enterprise billing software system upgrade.
- Collaborated with the development team to balance IT agile methodology with PMO waterfall methodology.
- Completed contract review with key team members to ensure all requirements were identified before 'kick-off'.
- Managed vendor relationships and liaised between vendors and the project board.

WARNER BROS STUDIOS BURBANK, CA

**Analyst (TECH OPS)**

**March 2016 – Jan 2017**

- Conducted interviews with process owners and key stakeholders to develop level 1 and 2 CS and FS process maps.
- Analyzed CS data, existing workflows, and critical documentation to map complex high-level (level 2) processes.
- Performed a gap analysis to identify the required steps to achieve an ideal future state.
- Implemented a change assessment analysis and developed a comprehensive change management plan.

SOLID LANDINGS, INC. COSTA MESA, CA.

**Efficiency Expert/Spec PROJ**

**Aug 2014 – Jan 2016**

- Facilitated report to the Vice President of Clinical Services and the Chief Financial Officer.
- Led business process initiatives throughout the financial departments and clinical programs.
- Collaborated with department heads and human resources to revise/draft standard operating procedures (SOPs).
- Facilitated process improvement and continuous improvement training for Sr. Executives and key stakeholders.

PHOENIX HOUSE, LAKE VIEW TERRACE, CA

**Business Developer**

**July 2013 – Aug 2014**

- Improved internal processes within the clinical program (DMAIC).
- Increased the number of medical clients by 65% and private insurance clients by 50%.
- Developed vital customer relationships to improve market position and financial growth.
- Revitalized 60% of critical accounts identified as unsalvageable.

PENNY LANE CENTER CA

**Sr. Case MGR North Hills**

**Sept 2006 – July 2013**

- Consistently met or exceeded 65% of billing requirements 100% of the time.
- Developed a Case Manager Learning & Development training manual implemented company wide.
- Increased collaborative relationships with community organizations by 45%.
- Created and maintained an up-to-date database of resources within Los Angeles County.