

ALAN D. GOODMAN, MBA

Milwaukee, WI • [REDACTED] • [REDACTED]

OPERATIONS & TRANSFORMATION EXECUTIVE | OPERATIONAL EXCELLENCE | SERVICE DELIVERY & GOVERNANCE

Lean Six Sigma Black Belt • Service & Finance Operations • Portfolio/PMO Governance • Board & Community Leadership

EXECUTIVE SUMMARY

Operations and Operational Excellence leader with 20+ years driving measurable performance improvement across financial services, healthcare-adjacent services, and higher education/public sector. Proven record leading cross-functional transformation, building KPI-based management systems, and developing workforce capability through training, coaching, and structured governance. Lean Six Sigma Black Belt (GE) with executive-level program leadership delivering multi-million-dollar impact; experienced board/community leader with strong public accountability and stakeholder engagement orientation.

CORE EXPERTISE

Operational Excellence/CI • Service delivery performance • Public-sector performance improvement • Portfolio/PMO governance • KPI dashboards & operating cadence • Kaizen/DMAIC/A3/5 Whys • Standard work & controls • Change leadership • Client implementations • Training & capability building • Board governance & stakeholder engagement

SELECTED OUTCOMES

- SKYGEN: P&L ownership; led 25-person operations team supporting 4 enterprise clients; achieved first net profit.
- SKYGEN: led complex systems-and-operations implementation for a ~\$3M revenue client; delivered 2x revenue within 6 months.
- FIS: launched Lean Six Sigma program (executive steering committee, 15 projects, 200+ trained) delivering \$2M+ validated savings; mentored 15 Black Belts.
- Experis: implemented processes supporting a \$500M capital acquisition; consolidated Finance & Accounting operations \$2M under budget and ahead of schedule.
- GE: managed \$60M portfolio; saved a \$4.5M relationship in first 30 days; digitized processes (+373%) eliminating 3,000+ manual activities and accelerating \$50M cash applications.

PROFESSIONAL EXPERIENCE

MILWAUKEE AREA TECHNICAL COLLEGE (MATC) — Milwaukee, WI | 2012–Present

Department Chair, Quality Engineering/STEM (Program Chair) | Instructor (Six Sigma/OpEx)

- Created and launched Lean Six Sigma and Lean Project Management certificate programs; deliver instruction and continuously improve outcomes.
- OpEx initiatives (in progress): student scheduling improvement project—process mapping, root cause analysis, future-state design, standard work, KPIs.
- Designed and delivered internal Lean/OpEx training to expand problem-solving capability and adoption across functions.

A GOODMAN'S CONSULTING, LLC — Milwaukee, WI | 2023–Present

Founder | Operational Excellence & Transformation Consultant

- 5 paid clients across corporate and education/nonprofit environments; facilitated workshops and coached leaders on sustainment routines.
- Delivered improvement wins with two schools; implemented Lean routines and KPI review cadence to improve execution and sustainment.

SKYGEN USA — Milwaukee, WI | 2014–2018

Director, Commercial Programs | Director, Strategic Programs

- Led commercial operations with P&L accountability; 25-person team, 4 enterprise clients; achieved first net profit and 100% SLA attainment.
- Owned complex client implementation (systems + operations) for a ~\$3M revenue client; delivered 2x revenue within 6 months.
- Resolved 12-state compliance issue through root-cause analysis and process redesign; created analytics module delivering cost/quality transparency and a new revenue stream.

EXPERIS (A MANPOWER COMPANY) — Milwaukee, WI | 2012–2014

Business Consultant, Finance Operations

- Created and implemented processes & procedures for a \$500M capital acquisition (American Family Insurance).
- Consolidated Finance & Accounting operations ahead of schedule and \$2M under budget; delivered \$500K savings via lockbox integration.

FIS — Milwaukee, WI | 2008–2011

Continuous Improvement Manager

- Implemented Lean Six Sigma program: executive steering committee, 15 projects, 200+ trained; delivered \$2M+ validated savings.
- Reduced Billing Contract Audit process time by 50% (4 months) through waste elimination and standardization.

GE COMMERCIAL FINANCE (GE CAPITAL) — (Location) | 2003–2008

National Account Manager | Portfolio & Client Operations

- Managed and retained a \$60M portfolio across Fortune 500 and public-sector entities.
- Saved a \$4.5M relationship in first 30 days via cross-functional Ops + IT billing resolution; accelerated \$50M cash applications via digitization (+373%) eliminating 3,000+ manual activities.

EDUCATION & CERTIFICATIONS

- MBA, Finance — Temple University | BS, Finance — Hampton University
- Six Sigma Black Belt (Certified 2002) — GE Capital

BOARD & COMMUNITY LEADERSHIP

- Milwaukee College Preparatory School — Board of Directors; Parent Council
- Kappa Alpha Psi Fraternity, Inc. — Board of Directors; Chairman, Youth Leadership Program
- Children's Service Society of Wisconsin — Ambassador / Spokesperson (Adoption/Foster Care Recruitment)
- Christ the King Baptist Church — Trustee; Chairman, Credit Union