

**TIMOTHY YOUNG**  
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**OVERVIEW:** Operations and Process Improvement professor and leader leveraging Management Science, Lean Six Sigma and Project Management approaches to deliver, train and mentor diverse organizational resources.

**WORK EXPERIENCE:**

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**ASSISTANT PROFESSOR – MANAGEMENT SCIENCE AND OPERATIONS MANAGEMENT** PHILADELPHIA, PA  
2009-present

TEMPLE UNIVERSITY

**KEY RESULTS**

- Taught Management Science/Operations Management 3101 and 5001 courses
- Designed and launched Project Management 5108 class
- Completed Online Teaching Certification, Spring 2018
- Developing SCM 3505 - Lean Six Sigma in Supply Chain Management course for launch in Spring 2022

**ADJUNCT PROFESSOR – LEAN SIX SIGMA / PROJECT MANAGEMENT**

DREXEL UNIVERSITY

2013-present

**KEY RESULTS**

- Created and taught multiple Six Sigma and Project Management classes, including Yellow, Green and Black Belt and varying Project Management levels, supporting enrollment and customized corporate curriculums
- Recipient of Drexel's 2017 Samuel Mercer Jr. Teaching Award, recognizing 'outstanding achievement in instruction'

**GUARDIAN LIFE INSURANCE COMPANY**

BETHLEHEM, PA

**LEAN SIX SIGMA MASTER BLACK BELT AND CROSS-BUSINESS OPERATIONAL EXCELLENCE CHAMPION**

2010-2017

**RESPONSIBILITIES:** Deploy fledgling Operational Excellence program across corporation. Mentor and coach Six Sigma Belts and management to complete key strategic initiatives, focusing on Lean Six Sigma continuous improvement and Project Management tools. Design, coordinate and deliver process improvement methodology training to all employee levels and locations. Support project identification, selection and review processes for key profit centers.

**KEY RESULTS**

- Authored and delivered Operational Excellence training content, including online and in-person formats, from Yellow Belt to Black Belt level for 800+ associates.
- Coached resource pool of 30+ part and full time project managers and Green/Black Belts across business units.

**CENTOCOR ORTHO BIOTECH INC.** – A *JOHNSON AND JOHNSON* PHARMACEUTICAL COMPANY

HORSHAM, PA

**SENIOR MANAGER, PROCESS EXCELLENCE**

2005-2010

**RESPONSIBILITIES:** Deliver key strategic initiatives across Centocor Ortho Biotech (COBI). Advance the establishment, communication and monitoring of functional goals and objectives within COBI departments. Create and deliver Lean Six Sigma process improvement methodologies. Mentor and coach project leads and Green and Black Belt candidates through project completion and certification. Provide Six Sigma, Lean, Design Excellence, process and performance modeling, statistical analysis, facilitation and other consulting services to requesting departments and other J&J businesses.

**GE FINANCIAL ASSURANCE / AIG MARKETING**

FORT WASHINGTON, PA

**PROCESS LEADER OF TECHNOLOGY AND OPERATIONS**

2000- 2005

**RESPONSIBILITIES:** Direct, lead and champion all strategy, projects, and technology initiatives within the Sales, Service, Retention, and Operations departments. Define policy and strategic direction for forecasting, incentive compensation, budgeting, and scheduling and planning activities for 200+ Sales and Customer Service associates. Evaluate, prioritize, and complete projects using Six Sigma, DMAIC, and DMADV methodology to provide cost reductions, decrease process times, improve quality, address corporate initiatives, enhance customer experiences, and meet compliance requirements.

**BLACK BELT**

**RESPONSIBILITIES:** Identify, analyze and implement process improvements and cost-cutting opportunities using Six Sigma methodologies. Mentor others to hone skills in the Six Sigma project completion and statistical analysis processes.

**CAPITAL ONE FINANCIAL CORPORATION** RICHMOND, VA

1996 – 2000

**OPERATIONS ANALYST**

**RESPONSIBILITIES:** Develop financial, process and statistical analyses of business activities; provide operational support for key projects and reporting functions; create volume and incentive forecasting models.

**EDUCATION:**

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TEMPLE UNIVERSITY, PHILADELPHIA, PA  
MASTER OF BUSINESS ADMINISTRATION  
CONCENTRATION: MANAGEMENT SCIENCE/OPERATIONS MGMT.

TEMPLE UNIVERSITY, PHILADELPHIA, PA  
BACHELOR OF BUSINESS ADMINISTRATION  
MAJORS: INTERNATIONAL BUSINESS AND ECONOMICS

## **RELATED EXPERIENCE:**

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### **PROJECT MANAGEMENT INSTITUTE**

**Project Management Professional** Certified PMP in December, 2011

### **CONFERENCE SPEAKER/AUTHOR**

- IQPC: Lean and Six Sigma for Transactional Processes- 'Red/Yellow/Green Dashboards'
- Eastern Claims Conference- 'Six Sigma Process Improvements within the Insurance Industry'
- Co-author of medical conference presentations and posters examining existing patient dosage patterns

### **TEMPLE UNIVERSITY TOKYO TOKYO, JAPAN**

**Research Scholar** Received U.S. government grant to analyze multinational businesses practices in Japan.

### **WALT DISNEY CORPORATION LAKE BUENA VISTA, FL**

**College Program Intern** Achieved highest honor of "Ducktorate" Degree.

## **Activities and Accomplishments: July 2020-June 2021**

### **Teaching:**

Summer II 2020:

1 MSOM 5108, online

Fall 2020:

4 MSOM 3101 sections, all online

Spring 2021:

2 MSOM 3101 sections, all online

- Provided strong student experience and support. Achieved significant majority of U scores (with remainder M) on all feedback questions across all sections.
  - Recognized improvements to MSOM 5108 curriculum and flow; increased SFF score for Question 8 "The instructor taught this course well" to 4.7
  - Created new test questions to support the department-wide adjustments to MSOM 3101. Conducted full-exam review of all questions to ensure accuracy, relevance and clarity.
- Identified MSOM 3101 tutor for Fall and Spring 2021 semesters.

### **Service:**

- Continued development of SCM 3505 - Lean Six Sigma in Supply Chain Management course for launch in Spring of 2021
- Speaking at Lean Six Sigma for Bio-Medical session for Drexel University alumni in April 2021
- Volunteered as Supply Chain representative to represent the department in the Admitted Student reception.
- Taught open enrollment, continuing education Lean Six Sigma Black Belt course. This 8-day course, spread over 6 months, included classroom lectures, hands on tool development and demonstration, and individualized ongoing project coaching for 8 students from varied industries. Sept. 2020 – April 2021
- Developed and delivered Lean Six Sigma Yellow Belt training as part of the Manufacturing Career Accelerator Program boot camp.
- Completed Project Management Professional (PMP) certification renewal requirements.
- Provided free Project Management consulting services supporting Springside Chestnut Hill Academy project planning for post-Covid reopening
- Taught Practical Project Management, a 2 day course I designed to share key Project Management tools and approaches with individuals currently managing small-scale project initiatives