CARLOS CERVANTES
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LinkedIn | Github

TECHNICAL PROGRAM MANAGEMENT | OPERATIONS RESEARCH | DECISION SCIENCE

Navy Veteran leveraging a comprehensive background in analytics, operational planning, risk analysis and mitigation, and policy development and implementation. Possess harmonious and intellectual abilities in driving strategic direction from planning through implementation, by finding a common ground, team agreement, realistic KPIs, and conducting statistical/performance analysis. Combine analytical knowledge, leadership abilities, and relationship-building skills to engage stakeholders across all levels and enable data-driven decision-making with a deliberative approach. Bilingual.

- Process Improvement
- Team Leadership
- Project | Program Management
- Data Analysis | Reporting
- Knowledge Management
- Strategic | Operational Planning
- Workforce planning
- Salesforce Professional
- Secret Clearance

PROFESSIONAL EXPERIENCE

United States Navy | Various Locations 2011 – 2023
Business Intelligence Manager, *Uniformed Services University of the Health Sciences* | **Bethesda 2021 – 2023**

- Principal advisor to the commander on HR business intelligence support and personnel manager for the organization. Supervised 12 personnel providing human resources and administrative support to Uniformed Services University of the Health Sciences for over 1500 Soldiers, Airmen, Sailors, Marines, Coast Guard, and Public Health Service members
- Reduction of 25% processing lead time that went down from average of 4 days to 3 days, for customer service requests by implementing a shared online requests tracker. Ensured all administrative, pay, and in-processing requirements were tracked, executed, and completed for 740 Armed Forces personnel in a timely manner
- The internal organization's personnel database became an issue with outdated information. Spearheaded a collaborative project with key stakeholders to provide their section's current personnel information improving overall readiness by over 20% regarding accuracy and timeliness of notification of critical emergency information for over six hundred service members and other command personnel. Moreover, eliminating undesired personnel notifications

Operations Research Analyst, *Bureau of Medicine and Surgery (BUMED)* | **Falls Church, VA 2016 – 2021**

- As requirements and resources started to pile up, a massive 260Mb+ sized Excel spreadsheet that became difficult to update without needing a supercomputer. I led efforts to fix this massive relational database using R statistical analysis software by processing most of the data through a Pandas dataframe all these data and forecasting algorithms that assessed an $850M budget risk because of end-strength reductions programming in the FY20 Program Objective Memorandums. The timely and fully working submission of the resulting product to senior leadership minimized if not eliminated the risk of deferring, or losing part of this budget
- Organization initially overwhelmed with data analytics needs. I then served as the Operations Manager in a complex data analytics and process automation department within BUMED's newly established Consolidated Information Center (CIC) that eventually I helped qualify to Full Operating Capability; Tracked and coordinated 80% of all analytics projects executed by the department across multiple contract/development teams, and managed four portfolio reviews
- Served as the government sponsor and project coordinator in Scrum roles for monitoring quality, working iteratively and collaboratively through sprints, and validating development teams code functionality in Python, R, SAS, or other delivered services or products either at scrum iterations, demos or as final products. Ultimately validating that the business requirements were met 100% of the time for over 250 projects
- Led critical supporting role in the development of a knowledge management database guiding a team of technical experts during the initial capabilities implementation and KPIs establishment. Led departmental strategic processes which resulted in a robust and easy to use database used to simplify storage and retrieval for all projects related information and documentation, thus resulting in savings of $100k per year of maintenance costs if outsourced
- During the establishment of the Consolidate Information Center department for analytics, I managed two newly created departments for three months in each, a business requirements department, and a knowledge management department, where KPIs continuously evaluated for acceptable levels of performance, and standard operating procedures created, updated as necessary, and set in place prior to fully operational and resulting in 100% compliance after 24 projects executed and delivered to Navy Medicine senior leaders

People Analytics | Manpower Analyst, *Bureau of Medicine and Surgery (BUMED)* **| Falls Church, VA 2014 – 2016**
- Served as the primary point of contact representing Navy Dental Corps Manpower for the Department of the Navy, which collectively oversaw, controlled, and accounted for Total Force manpower requirements which resulted in sustaining an excellent overall 99% manning level
- Undermanned challenges initially predicted with workforce analysis. Analyzed Navy Medicine personnel strength needs for 1,000 Dental Corps Officers advising the Dental Corps Director, Dental Corps Community Manager, and Specialty Leaders of multiple forecasted reports for future Fiscal Years Defense Planning, were recommended programs inputs with improved forecast analysis resulted in 100% compliance with the requirements of planned personnel from the Office of the Chief of Naval Operations, and the Corps Director
- A certain number of critically undermanned and gapped positions analyzed for replenishment with new personnel. Conducted a detailed analysis of personnel billets for a comprehensive plan that incorporated over 300 additional billets for Fiscal Year 2017 Marines Corps growth plan, significantly enhancing staffing readiness of critically needed medical personnel in support of our warfighters

Director of Human Resources, *Navy Medicine Operational Training Center* **| Camp Pendleton, CA 2011 – 2014**
- Led administrative support staff of five personnel; Oversaw support to medical personnel during training increasing their administrative readiness to a 100% compliance prior to transitioning to contingency operations overseas
- Coordinated strategically with multiple Navy sites for personnel deploying in support of contingency. As the liaison coordinator led the successful administrative processing and deployment of over 400 personnel to Afghanistan
- Various staff members with violations of the Uniformed Code of Military Justice. As Legal Officer advised leadership on non-judicial punishments, performed six disciplinary review proceedings, and other administrative matters to include the permanent discharge of three personnel who did not abide by our code of military justice

EDUCATION | CERTIFICATIONS | SPECIALIZED TRAINING

Master of Science, Operations Research | Naval Postgraduate School
Master of Business Administration | San Diego State University
Bachelor of Science, Healthcare Management | Southern Illinois University
Bachelor of Science, Electronics Engineering | Universidad Autónoma de Baja California
Salesforce Certified Administrator | Salesforce
Salesforce Certified Associate | Salesforce
Net Zero Cloud Professional | Salesforce
Salesforce Certified Platform App Builder | Salesforce (tentative)
Healthcare Project Management Certificate | American University

Certified Project Management Professional (PMP) | Project Management Institute (Exp. 12/2023)
Certified Scrum Master (CSM) | Scrum Alliance (Exp. 2/2024)
MORS Certificate in Critical Skills for Analytics Professionals | Virginia Polytechnic Institute & State University
R Programming Course Certificate | John Hopkins University
Certified Data Scientist | Data Science Central
The Data Scientist's Toolbox Course Certificate | John Hopkins University

SOFTWARE & TECHNICAL COMPETENCIES

Microsoft Office Excel; Python; Anaconda; R; R Studio; SQL; Unix; VBA; JAVA; Tableau; Salesforce; Jira

VOLUNTEER EXPERIENCE

Project Management Institute (Washington D.C. Chapter - PMIWDC): Volunteer coordinator responsible for managing the Chapter storage and supplies. Led design of inventory app with Zoho Creator for item order requests and control of all PMIWDC items; responsible for ordering supplies such as swag and honorarium items used for attendees at meetings, conferences, or other events.