

## **ARMANDO J. POLEO, D.BA**

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### **SUMMARY**

A high-performing team leader, visionary decision maker, passionate academic researcher, chairperson, and docent, with over twenty-five years combined experience in project management, business modeling, strategic business analytic, lean six-sigma, production, operations and supply management. Strategic planning and budgeting, as well as teaching and facilitating academic programs at globally accredited business schools and corporate training.

A Comprehensive knowledge assessing, designing, implementing, and administrating end to end multilingual Learning Management System (LMS), in-house developed manufacturing, financial management systems, and Enterprise Resource Planning (ERP). Instructional designer for both higher education and corporate training.

A collaborative leader and flexible negotiator, accustomed to interaction with cross-cultural projects C-level stakeholders under fast-paced, and competitive environments. Leading innovative changes with strong interpersonal communication skills. An experienced and enthusiastic road-warrior.

### **PROFESSIONAL EXPERIENCE**

#### **Instructional Connections LLC., Dallas, TX**

**05/2015-present**

Academic Coach / Global Business Strategy Specialist

- Facilitate online course PMBA 5830 Prod Operations Mgmt., at University of Tennessee-Chattanooga (2015-16).
- Facilitate online course ITEC 3380 Managing Technology, MNGT 4380 Total Quality Mgmt., and MNGT 3340 Prod Operations Mgmt. at University of Texas Permian-Basin (2015-16).
- Facilitate online course MADM 720 Leadership Communication and MADM 701 Organizational Behaviors at Louisiana State University Shreveport (2016).
- Facilitate online course MSOM 5001 Operations Mgmt. at Temple University (2016).

#### **University Educare LLC, (Owner) Weston, FL**

**07/2012-12/2015**

Education Management Consultant /Senior IS Project Management

- Design end to end implementation of blended/online multilingual Learning Management System and ELearning solutions on scope, time, and budget, for Higher Education and Corporate clients. Both integrating efficient synchronic and asynchrony communications tools such as Adobe Captivate, Presenter, RoboHelp and Camtasia.
- Conducts assessment and content validity of both undergraduate and graduate courses. Designed/Implemented end to end 12 on campus, blended/full online programs on Moodle, & Blackboard platforms for MAU-US and the Center of Political Mgmt. (USA-Mexico -Peru-Spain-Venezuela) planning their operating strategy and recruiting policy.

#### **Millennia Atlantic University, Doral, FL**

**10/2010-06/2012**

Chair/Director of Academic Programs

- Responsible for recruitment, development, retention, and advancement of department academic excellent in the three major areas of teaching, research/innovative education/scholarly activity, and students' performance.
- Managed strategic implementation plan. Curriculum Development Maintain. Managed self-study and reporting for national/regional accreditation standards. Directs and manages schedule accreditation assessments reports.
- Managed Campus/Online operations and oversee scheduling and programming of classes
- Overseas hiring, selection, training, and evaluation of Faculty performance and student support staff.
- Lead, support, and evaluate instructional design initiatives and student assessment.
- Evaluate students' retention, persistence, competitiveness. Manages & mediate conflict.
- Developed, and implemented end to end eLearning solutions based on Moodle LMS (eCampus – Portal Online).
- Researches, develops, builds, and conducts faculty development workshops
- Conducts faculty meetings and directs learning/eLearning programs for instructional staff.
- Interact with students as a counselor, group facilitator, and sponsor, participating in building a constructive educational environment.
- Maintains high educational standards to ensure that curricula align with accrediting body requirements, incorporating high-level critical thinking skills that enable students to anticipate work and University needs.

**Point Blank Solutions Inc., Pompano Beach, FL**

**10/2008-11/2009**

Application Development Manager

- Conducted several in-house and commercial end-to-end manufacturing and financial application implementations (SDLC/DMAIC) that included user testing and user's training.
- Integrate a PL/SQL interface with Oracle Financial 11i and a proprietary inventory scheduling application that reduced 20% raw material loss, reduced 15% de need of product enhancement, improved client relationships, increased 12% sales revenues, increased accountability and impacted positively work ethic according to auditors' reports.
- Analysis, designed, implemented, and testing an in-house ERP Inventory Control System based on mobile WiFi Barcoding scanner technology that integrate Oracle11 and MSSQL 2008 database. Serves as a subject matter expert: project management, lean six-sigma project coordination, project delivery, change management, project documentation, and program training facilitator. Achieved 40% reductions in work-in-process and raw inventories, while accelerating cycle times of final products.

**APWeston Technology Inc., (Owner) Weston, FL**

**05/2004-07/2012**

Information Systems Senior Project Mgmt.

- *Consulting Services:* End to end custom manufacturing application implementations (SDLC/DMAIC) include user's training. Performed extensive computer forensic on a large direct mail corporation, which included MS Exchange and File Servers containing 12 years of altered digital data, but recovered, writing a case in a way that were legally admissible. Presentations of a forensic reporting was archived on the business cases database.
- *Consulting Services:* Conducted comprehensive strategic assessments and strategy plans for a South-America (LATAM) Logistics Corporation (Co.). Program included a 4PL continuous improvement processes analysis with a review of the employed technology, user experience, and impact analysis on supply processes, transport processes, distribution processes, and JIT processes.
- *Consulting Services:* Conducted various business processes analysis that improved LATAM Co. human capital in terms of labor and economic value. Serves as Co. liaison LATAM international partners and key stakeholders.

**ABC Distributing Inc., North Miami, FL / Bannockburn, IL**

**08/1997-11/2006**

IT Senior Project Manager

- Audited an in-house web-based Order Mgmt. System recovering \$1.8 million due to a soft-glitch.
- Audited a proprietary Carrier Financing Billing System recovering \$3.4 million overcharged by UPS.
- Conducted a 20 yrs., historical data conversion. Integrated 4,500 employees from ADP-Kronos to Ceridian HCM.
- Conducted Ceridian HCM end-to-end project management plan and user's training.
- Ceridian HCM implementation reduced about 20% maintenance cost and 37% payroll processing time.
- Improved operational efficiency by building an in-house Purchase Mgmt. System (APS) based on dot.net framework + MS SQL Server technologies. Conducted Risk Management and Quality Management assessments.
- Decreased operational expenses between 15% and 23% of process improvements by conducting and implementing additional 167 IT projects: 132 Finance projects, 26 Human Resources and 2 CRM projects.
- Lead Lean Six Sigma projects (DMAIC) on merchandise returns focused on the aspects of waste elimination and processes optimization. The Six Sigma projects focuses on reducing assembling orders issues related to time, inventory, motion, waiting, over production, over processing, defects, and skills

**MedCard Management Systems, Inc., Central Islip, NY**

**06/1993-07/1997**

COO, Project Manager

- Implemented and administrated a Client/Server platform, using a Hypercom point of service named The MedCard System that linked on real-time 19,000 physicians, labs, and clinics to health insurance benefit verification, and electronic claim transmittal referral program The system also offered credit and debit card processing and patient easy pay, a method that maintains patient signatures on-file for automatic self-pay

- Managed the MedCard Operation in compliance with HIPAA and EDI regulations, providing an efficient and cost-effective method to handle daily Health Claim Transmittal, terminals inventory, distribution, transportation, business analytics, assessing business procedures, leading change management, and users' training, while generating ongoing processing income for MedCard.
- Designed and implemented an e-help system that assisted 35,000 users to efficiently collect, utilize, analyze and disseminate data from payers', providers and patients.
- Improved corporate performance by managing and optimizing MedCard's business process.

**EDUCATION**

**Argosy University (ACBSP)**

**Sarasota, FL**

- Doctor of Business Administration (D.BA). Concentration on International Business.

**University of Scranton (AACSB)**

**Scranton, PA**

- Master of Business Administration (MBA) w/double concentration: Enterprise Resource Planning (ERP) and Operations Management (OPM).

**Purdue University (NCATE)**

**Lafayette, IN**

- Master of Science in Education (Learning Design & Technology) in progress

**University of Phoenix (ACBSP)**

**Phoenix, AZ**

- Bachelor of Science in Business Administration (BSBA).

**Universidad Complutense de Madrid**

**Madrid, Spain**

- Bachelor (Diplomado Superior) in Criminology

**PROFESSIONAL CERTIFICATIONS**

- Certificate in Project Management: Florida Atlantic University (AACSB)
- Certificate in Lean Six Sigma Green Belt: Florida Atlantic University (AACSB)
- Certificate in Enterprise Resource Planning (ERP): University of Scranton (AACSB)

**Boca Raton, FL  
Boca Raton, FL  
Scranton, PA**

**PROFESSIONAL ASSOCIATIONS:**

PMI, IIBA, AAUP, IEEE, ISACA, SMS, INFRAGARD, NSTA, AIS, ACM, CSTA

**TECHNICAL SKILLS & KNOWLEDGE:**

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|----------------------|-----------------------|--------------------------------------|-----------------|
| • MS Project 2016    | • Open Project        | • Microsoft Office Pro 2016 and 365  | • MS Visio 2016 |
| • Windows 7, 8, 10   | • Windows Server 2013 | • MS SQL Business Intelligence 2014  | • MySQL 5.7     |
| • Oracle Database 11 | • HTML5/CSS3/MS .Net  | • Adobe Captivate 8 – Presenter 10   | • RoboHelp 11   |
| • SPSS 16            | • NVivo 10 - EndNote  | • Moodle 2.x, Blackboard 9.x, Canvas | • SAP ERP 6.0   |

**ENTREPRENEURSHIP SKILLS & KNOWLEDGE RECOGNIITIONS**

Acting as COO & Project Manager of Team One that in Nov 17<sup>th</sup> 2015 won the first place at the 5th Startup Quest Regional Program hosted by CareerSource Broward and sponsored through a \$12 million statewide grant from the U.S. Department of Labor. At the final event other ten entrepreneurial teams pitches their concepts for commercialization and technology innovation to 10 Florida founding/angels judges. The program was certified by the Center for Entrepreneurship & Innovation of The University of Florida.