Carlos Cervantes

Springfield, VA 22153 | (760) 235-9483 | CarlosHCervantes@gmail.com
LinkedIn | www.CarlosHCervantes.com
Active Secret Clearance

Summary

Results-driven HR and data analytics professional with over a decade of experience in leading and managing personnel, driving process improvements, and implementing data-driven solutions to achieve business objectives. Demonstrated success in managing complex projects, overseeing teams, and improving customer service efficiency. Skilled in using statistical analysis software, including R and Python, and developing and managing databases. Experience in strategic planning, joint military operations, and healthcare management. Accomplishments include leading efforts to fix a massive relational database, assessing an $850M budget risk, and advising on personnel strength needs for over 1,000 officers. Holds a degree in Operations Research and has achieved 100% compliance with planned personnel requirements for the Department of the Navy.

Skills

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

Experience

United States Navy | Various Locations   **2003 – 2023**

Business Intelligence Manager, *Uniformed Services University of the Health Sciences* | **Bethesda Feb 2021 – May 2023**

- Principal advisor to the commander on HR business intelligence support and personnel manager for the organization. Supervised 12 personnel who 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- The internal organization's personnel database became an issue with outdated information.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 to improve the internal organization's personnel database. As a result, overall readiness accuracy and notification timeliness improved by over 20% for over six hundred service members and other command personnel

Operations Research Analyst, *Bureau of Medicine and Surgery* | **Falls Church, VA Jul 2016 – Feb 2021**

- As requirements and resources started to pile up, a massive 260Mb+ sized Excel spreadsheet that became difficult to update without needing a supercomputer. Drove efforts to fix this massive relational database that had become outdated by processing most of the data through a Pandas dataframe containing 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
- Tracked and coordinated 80% of all analytics projects executed by the department across multiple contract/project teams and managed four portfolio reviews. Led efforts to qualify the newly established Consolidated Information Center (CIC) to Full Operating Capability
- 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. Guided a team of technical experts during the initial capabilities' implementation and KPI's 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
- Managed two newly created departments (Demand Signal Management department and Data Access Management department) during the establishment of the Consolidate Information Center department for analytics. Led efforts to continuously evaluate KPI's continuously evaluated for acceptable levels of performance, and create and implement standard operating procedures resulting in 100% compliance after 24 projects executed and delivered to Navy Medicine senior leaders

People Analytics | Manpower Analyst, *Bureau of Medicine and Surgery* **| Falls Church, VA Mar 2014 – Jun 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
- Analyzed Navy Medicine personnel strength needs for 1,000 Dental Corps Officers. Advised the Dental Corps Director, Dental Corps Community Manager, and Specialty Leaders of multiple forecasted reports for future Fiscal Years Defense Planning. 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
- 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

Human Resources Director, *Navy Medicine Operational Training Center* **| Camp Pendleton, CA Mar 2011 – Mar 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. Served as Legal Office addressing violations of the Uniformed Code of Military Justice. 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 the code of military justice

Font line Operational Leader in medicine, *Naval Hospital* **| Camp Pendleton, CA Jun 2003 – Dec 2010**

- Supervised and managed a team of 15 staff members. Performed and managed a variety of processes increasing the efficiency of the patient flow and clinic effectiveness. As Command Financial Specialist, performed over 300 counseling sessions to junior members in personal financial management education. Handpicked as assistant Command Career Counselor, trained, and counseled over 400 personnel including 43 departmental assistants in improving retention by providing Sailors' alternatives and sound career choices
- As manager, Optometric Fabrication Laboratory, Expeditionary Medical Facility Kuwait Detachment B: February-September'06 & Det. H: January-July'09 Spearheaded quality improvement initiative: expanded lens inventory range, decreasing delivery time from 11 days to 30 minutes; conducted site visits and provided vision readiness screenings for 200 personnel saving 600 man-hours, significantly improving deployed unit's mission readiness
- Selected to be a commissioned naval officer at the completion of MBA degree

<div align="center">

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
Healthcare Project Management Certificate | American University
MORS Certificate in Critical Skills for Analytics Professionals | Virginia Polytechnic Institute & State University
R Programming Course Certificate | John Hopkins University
Certified Project Management Professional (PMP) | Project Management Institute (Exp. 12/2023)
Certified Scrum Master (CSM) | Scrum Alliance (Exp. 2/2024)
Lean Six Sigma Green Belt Certified Professional | Star 6 Sigma Global Academy
Salesforce Certified Administrator | Salesforce
Net Zero Cloud Professional | Salesforce

Software & Technical Competencies

Python, R programming; SQL; VBA; Java; Tableau; Jira; Confluence

</div>