

# **Dominique Ngbo, MHA, PMP, LSSGB**

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## **PROFESSIONAL SUMMARY**

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Process Improvement Specialist with 7+ years of experience leading cross-functional initiatives to optimize workflows, enhance service delivery, and improve operational performance across multi-site environments including public health systems. Proven expertise in process mapping, SOP development, and data-driven performance improvement using Lean Six Sigma and PMP methodologies. Skilled in identifying inefficiencies, implementing sustainable solutions, and driving measurable operational outcomes.

## **CORE COMPETENCIES**

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Process Mapping & Workflow Analysis • Lean Six Sigma • SOP Development & Standardization • Performance Metric & KPI Analysis • Continuous Improvement • Change Management • Cross-Functional Collaboration • Staff Training & Coaching • Root Cause Analysis • Project Management • Data Analysis & Reporting

## **TECHNICAL TOOLS**

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Microsoft Excel • Microsoft Project • SharePoint • Microsoft Visio • Envisio • SAP • eClinicalWorks • JotForm • Microsoft Teams

## **KEY PROJECT ACHIEVEMENTS**

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- Led end-to-end redesign of clinic intake and scheduling workflows, strengthening coordination between call center and clinic operations, reducing process delays and improving workflow efficiency by up to 20%.
- Identified and eliminated non-value-added steps in patient flow processes, improving efficiency and reducing workflow redundancies.
- Introduced standardized process mapping practices, increasing clarity and alignment across teams unfamiliar with formal workflow documentation.
- Translated complex operational processes into clear SOPs and training guides, improving onboarding efficiency and reducing training inconsistencies across teams.
- Partnered with leadership to implement data-informed improvements using performance dashboards, strengthening decision-making and operational visibility.
- Drove cross-functional alignment across multiple departments by facilitating discussions, gathering requirements, and ensuring adoption of new workflows.
- Designed and delivered customer service and operational training sessions, improving staff adherence to standardized workflows and enhancing service delivery.

# PROFESSIONAL EXPERIENCE

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## **Clinical Performance Improvement Specialist**

*Dekalb Public Health | 2024 – Present*

- Lead process improvement and process mapping initiatives across 5 clinic sites and 5+ departments, impacting service delivery for high-volume patient populations.
- Develop detailed process flow diagrams, SOPs, and training documentation to standardize operations and improve consistency across departments.
- Streamline intake and scheduling workflows by eliminating redundant steps, contributing to reduced wait times and improved patient throughput.
- Evaluate end-to-end workflows to identify bottlenecks and inefficiencies, implementing solutions that improve efficiency by up to 20%.
- Collaborate with 10+ stakeholders to implement process improvements and ensure alignment with organizational goals.
- Facilitate cross-functional sessions to gather requirements and translate operational needs into visual process maps and documentation.
- Support change management efforts by training staff and reinforcing adoption of new workflows and standardized processes.

## **Business Operations Analyst**

*Medline Industries | 2022 – 2023*

- Analyzed operational and customer-facing data to identify performance gaps and support continuous improvement initiatives aligned with organizational goals.
- Designed and maintained 4 operational dashboards tracking productivity, service responsiveness, quality trends, and key business metrics.
- Facilitated cross-functional team meetings to evaluate progress, prioritize improvements, and align on performance targets.

## **Resource Specialist**

*American Job Center | 2022 – 2023*

- Directed the United Way COVID-19 Response Fund, coordinating distribution of relief funds to over 400 families.
- Managed partnerships with community organizations, improving service access and communication pathways.
- Coordinated program tracking and reporting for executive and community stakeholders.

## **Care Coordinator**

*Community Health Center | 2021 – 2022*

- Led improvement initiatives for behavioral health screenings for children and families, guiding cross-disciplinary teams through gap assessments and workflow redesign.
- Strengthened early childhood and family support partnerships, adding new community partners monthly to improve service access.
- Delivered patient and family education, contributing to improved vaccination adherence and service engagement.

## **Case Manager**

*Alliance for Community Empowerment | 2014 – 2020*

- Directed workforce training and professional development initiatives that increased team efficiency by 25%.
- Coordinated cross-agency partnerships to expand resource access for mothers, children, and underserved families.
- Delivered family-centered case management and coordinated services for vulnerable families and children
- Strengthened partnerships with community providers, improving program utilization and service access.

## **EDUCATION**

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**University of New Haven**

Master of Healthcare Administration

**May 2018**

West Haven, CT

**Southern Connecticut State University**

Bachelor of Public Health

**May 2014**

New Haven, CT

## **CERTIFICATION**

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**Lean Six Sigma Green Belt** – Six Sigma Global Institute | 2025

**Project Management Professional (PMP)** | 2021