

SAINT MBAKOP

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Summary

Continuous Improvement and Operational Excellence leader with 9+ years driving enterprise transformation across healthcare distribution and regulated operations. Lean Six Sigma Master Black Belt who owns CI transformation for a 12-site portfolio within a 38-site national distribution network, directing teams of up to 15 CI belts, project leads, and coaches, and delivering \$1M+ in annual savings, a 30% reduction in process inefficiencies, and a 25% improvement in operational performance. Builds continuous improvement capability from the ground up - team leadership, KPI governance, executive stakeholder alignment - with applied expertise in AI-enabled process improvement and advanced analytics.

Professional Experience

Continuous Improvement Manager

Jun 2023 – Present

Cencora/ MWI

Remote

- Own Lean Six Sigma transformation for a 12-site portfolio within Cencora/MWI's 38-site national distribution network, directing teams of 6–15 CI black and green belts, project leads, and coaches, and delivering more than \$1 million in annual savings, a 30% reduction in process inefficiencies, and a 25% improvement in operational performance.
- Designed and implemented enterprise KPI frameworks, executive dashboards, and governance routines adopted across the 38-site network, improving performance visibility and strengthening leader accountability for results at the site and enterprise level.
- Facilitated complex cross-functional Kaizen events, root-cause analysis workshops, process-mapping sessions, and future-state design activities to resolve ambiguous business challenges and implement sustainable improvements.
- Served as primary CI partner to senior and executive leaders across Operations, Quality, Supply Chain, Technology, and Finance, prioritizing transformation initiatives across the 12-site portfolio while contributing to cross-functional projects spanning the full 38-site network.
- Built continuous improvement capability across the portfolio by training and coaching CI belts and project leads, establishing governance frameworks and leadership routines that scaled sustained improvement ownership across all 12 sites.
- Developed implementation and sustainment plans using stakeholder engagement, change-impact assessment, standard work, control plans, performance reviews, and leader accountability to support adoption and preserve project benefits.
- Applied Power BI, advanced Excel, data analysis, and AI-enabled improvement approaches to identify trends, validate root causes, prioritize opportunities, and translate operational data into clear recommendations for business leaders.

Workshop Presenter / Lecturer

Nov 2017 – Present

City University of New York

New York, NY

- Design and facilitate leadership, decision-making, personal accountability, and professional-development workshops for diverse adult learners.
- Apply structured facilitation, curriculum evaluation, and participant-feedback methods to improve learning outcomes and engagement.

Operations Training Specialist

Feb 2020– May 2023

Cencora/ MWI

Remote

- Led end-to-end training and operational readiness across shipping, receiving, inventory, quality control, and warehouse processes in a regulated healthcare-distribution environment.
- Designed and implemented cross-training and workforce-flexibility programs that improved operational resilience, capacity, and readiness for changing business demands.
- Analyzed performance and capability gaps, identified root causes, and implemented targeted interventions to improve productivity, quality, standardization, and employee proficiency.
- Developed scalable SOPs, training systems, evaluation frameworks, and process documentation to support consistent execution and organizational change.

Real Estate Agent

Jan 2019 – May 2023

- Managed complex client transactions and coordinated financial, legal, documentation, and stakeholder requirements from initiation through closing.
- Managed end-to-end property transactions, increasing client satisfaction by 23% by addressing evolving client needs and ensuring smooth operational workflows.
- Reduced legal discrepancies by 42% through improved documentation processes and collaboration with legal teams, demonstrating strong attention to detail and process improvement.
- Developed targeted marketing strategies driving 15% increase in sales performance, showcasing an understanding of market dynamics and strategic execution.

Education

Master of Business Administration

Western Governors University | Expected September 2026

Millcreek, UT

Bachelor of Science, Business Management

Western Governors University

Millcreek, UT

Executive and Professional Education

MIT

Applied Data Science

Cambridge, MA

Harvard University

Business Analytics & Sustainability

Cambridge, MA

Harvard University

Agentic AI: Contextualized and Applied

Cambridge, MA

Skills

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| <ul style="list-style-type: none">• Enterprise Process Improvement• Lean Six Sigma Deployment• Business Transformation• Future-State Process Design• Value Stream Mapping• Root-Cause Analysis• Kaizen and Rapid Improvement• Change Leadership• Benefit Realization• Continuous Improvement Governance | <ul style="list-style-type: none">• Team leadership & development• Executive Stakeholder Engagement• Cross-Functional Leadership• Strategic Roadmaps• Workshop Facilitation• Capability Building• Coaching and Mentoring• KPI and Performance Management• Organizational Change• Systems Thinking | <ul style="list-style-type: none">• Power BI• Tableau• Advanced Excel• PowerPoint• Python for Data Analysis• SQL• AI-Enabled Process Improvement• Workflow Automation• Advanced Analytics• Data Visualization |
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Languages

English (Fluent) | French (Fluent) |Spanish (Conversational)

Certificates

- Lean Six Sigma Master Black Belt (LSSMBB)
- Lean Six Sigma Black Belt
- Lean Six Sigma Green Belt
- SAFe Product Owner/Product Manager (POPM)
- Certified ScrumMaster (CSM)
- SAFe Scrum Master (SSM)
- A3 Project Management

Honors & Awards

- MIT Policy Hackathon 2023 3rd place winner
- MIT Hacking Medicine 2024 3rd place winner
- The CUNY Vice Chancellor's Excellence in Leadership Award

