

# MAP Miles Program Supply Chain and Business Analytics Speaker Series

## How to be faster, cheaper and better – Continuous Improvement

**Date: Wednesday 3/20, Time: 4 PM to 5 PM**

**Location: Integrated Sciences Center (ISC), 3<sup>rd</sup> floor, Room 3300**



Abdullah is a six sigma black belt process engineer working primarily in the financial industry where he works with senior management to drive improvement and efficiency initiatives across lines of business.

In 2012, Abdullah completed a MSc in Engineering Management from Syracuse University. Since then, he has worked as an improvement consultant for industry leaders, Santander Bank and Ernst & Young, leveraging common improvement frameworks and practices such as lean, six sigma, balance score card, agile and design thinking. Currently, Abdullah is a Vice President Process Engineer at Citizens Bank. Most recently, Abdullah was able to restructure finance function project activities to reduce 30% of resource expense. He is currently working on digitizing and automating consumer banking processes to reduce operational cost and improve customer experience.



Pascal is a Vice President Process Engineer who seeks innovative ways to tackle operational challenges with over 10 years of experience in financial services. His passion for combining highly analytical skills to understand the

issue with broad creativity to design new solutions, has enabled Pascal to dramatically reduce the cost, duration and risk of processes across the enterprise. While working for Credit Suisse in Switzerland, he streamlined the Home Mortgage process, saving 20% of the cost and reducing cycle-time by several weeks. Pascal holds a Master in Business Administration from Northeastern University and is certified in Six Sigma, Design Thinking and Agile. He is also a member of the Beta Gamma Sigma Honor Society and likes to coach entrepreneurs in his free time. Currently, Pascal is working with Abdullah at Citizens Bank and leveraging new technology to supplement the bank's transformation in continuous improvement.

Competitive markets drive companies to continuously improve and become faster, more efficient and/or deliver higher quality. To achieve both transformational and incremental improvement, executives rely on multiple methods and frameworks such as Six Sigma, Lean Management, Design Thinking, Customer Experience, Automation, and many more. This talk will provide an overview of the toolkit, how they can be applied and real-life experiences from the financial service industry.

**This event is MAP Miles eligible!**

If you have any questions, please contact Dr. Pajouh  
(foad.mahdavi@umb.edu)