

# Alfredo Mycue, MPA, MBB, Jonah, PMP

Director of Strategy

---

## Areas of Expertise

- Government Improvement
- Change Management
- Transformation
- Public Administration
- Lean
- Six Sigma
- Theory of Constraints
- Information Technology
- Quality Analysis
- Project Management
- Organizational Alignment
- Public Org. Leadership

## Education & Certifications

- Masters in Public Administration - University of Texas at Austin
- Command and General Staff College
- Master's in Diplomatic History from Tulane University
- West Point Graduate
- Certified Six Sigma Black Belt
- Certified Lean Six Sigma Master Black Belt
- Theory of Constraints Jonah Certification
- Certified Project Management Professional (PMP)

## Relevant Qualifications and Work History

Mr. Mycue is an internationally recognized leader in government improvement. He has successfully integrated Lean, Six Sigma, and Theories of Constraints into a proven *Government Quality and Improvement* methodology, capable of transforming any government organization into an efficient and effective super-team. He has tremendous passion for helping government achieve a three way win: a win for management – to accomplish their goals; a win for the citizens – to get quality services timely; and a win for public servants – to achieve more public value with less effort.

- Director of Strategy/Co-Founder - ReEngine Consulting, LLC. (2016 - Present)
  - Serve as the firm's focal point in training, methodology, and outreach. Responsible for ensuring successful training of client staff in Government Quality and Improvement (GQI) methodology. Oversees continuous improvement of GQI training and methodology. Improvement project leader, facilitator, and mentor. Coordinates ReEngine's ongoing research efforts.
- Director of Business Transformation - Texas Workforce Commission (2012 – 2019)
  - Function as the lead Six Sigma Black Belt and process improvement practitioner in a 4800-person agency. Provide in-house consulting on quality, efficiency, and processes for 14 TWC Divisions and 28 Workforce Boards. Program manage enterprise projects that improve critical core competencies such as contract development and grantee monitoring. Teach, coach, and mentor 96 practitioners who lead process improvement projects throughout the agency. Provide daily impetus and inspiration for the continuous improvement ethic at TWC.
  - Managed the development of throughput operating strategies for TWC Divisions and Agency resulting in mission, effort, and project alignment. This prioritization and focus enabled TWC to achieve our State goals.
  - RPI project results include reducing tax benefit processing from 194 days to 31 days, reducing Workforce Commission appeals from 54 days to 39 days, and reducing contract development from 182 days to 84 days.
  - Assist divisions in designing their business processes and identifying/designing software that complements the enhanced processes.
- Manager - Community Affairs - Texas Department of Housing and Community Affairs (2010 - 2012)
  - Lead Community Services staff of 37 to administer over \$400M in Department of Energy and Health and Human Services programs statewide. Provide "in-house" project management and *Lean Six Sigma (LSS)* consulting for American Reinvestment and Recovery Act stakeholders, empowering them to achieve quality weatherization while meeting their production goals. Lead multiple

*continuous improvement* initiatives in TDHCA to improve the quality and efficiency in \$120M of home mortgage loans and urban development projects. Initiatives accomplished:

- Designed simple IT systems to replace labor-intensive steps to ensure developers' compliance to State law.
  - Developed a Request for Information in early steps to develop a Statewide "data warehouse" to collect and analyze all known data on homelessness in a decisive effort to address this societal problem.
  - Conducted a gap analysis of all TDHCA single-family loans to improve process quality and speed.
- Instructor - St. Edwards Professional Education Center (2010 - 2016)
    - Teach the principles and techniques of successful project management to professional students in the Austin Area seeking professional development and the PMP credential.
    - Subjects include charter-writing, WBS planning, schedule development, budgeting, risk management, communication management, quality control, and leadership.
    - Recent project management consulting provided to TAMU's International Ocean Drilling Program and Q2 Banking Services.
  - Prior to 2010:
    - Operations Manager, AlliedBarton Security Services
    - Stryker Battalion Commander, Fort Lewis WA and Iraq
    - US Embassy's Advisor to the Republic of Korea Army, US Army, Seoul Korea
    - Executive and Operations Officer for a Stryker Battalion, Fort Lewis, Washington
    - Assistant Professor at United States Military Academy, West Point, NY
    - Company Commander and Assistant Operations Officer, 101st Airborne, Air Assault Infantry Division
    - Company Executive Officer and Headquarters Company Executive Officer, Schweinfurt, Germany
    - Platoon Leader, Support Platoon Leader (transportation and petroleum), Schweinfurt, Germany
    - Ranger School, Airborne School, Air Assault School, Basic and Advanced Infantry Officer Courses