Lawrence Roybal

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|  SUMMARY |
| Lawrence is fluent in Spanish and is an experienced executive with a demonstrated track record of driving growth, reducing costs, and improving operational controls and efficiencies. Experienced in working with stakeholders to identify business needs and delivering solutions that resolve complex business problems.  |

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|  AREAS OF EXPERTISE |  INDUSTRIES |
| * Operations and Logistics
* Business Development
* Business Process Modeling
* BI, Reporting & Dashboards
* Vendor Management
* Budgeting / Forecasting
* Program Management
* Process Improvement
* Software Development Lifecycle
 |  | * Healthcare
* Business
* Operations
* Technology
* Finance
* Wireless Communication
* Franchise/Retail
* Startups/VC/Angel Funding
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PROFESSIONAL EXPERIENCE

Microsoft RSIT, Redmond WA | April 2016 – Present (Project Based)

***Consultant***

Business Operations & Program Manager manage the rhythm and compliance of supplier engagements and partner with peers across the Business to define the approach to deliver against shared commitments, objectives, KPIs, action plans and trade-offs for the organization. Engage with business stakeholders to identify and share business opportunities, determine right-size resources, support, and service level agreements (SLAs), challenge existing supplier relationships and secure agreement on initiatives and ability to provide clear status overviews and report on initiative impact and results.

* Provide tactical support for procurement workflows and supplier management
* Negotiate, draft, and review various commercial contracts, including sales agreements and NDAs
* Review customer agreements and record key details in the contract repository
* Support the continuous improvement of templates, alternate language playbook, internal resource documents
* Manage the rhythm for supplier reviews, renewals and compliance
* Provide updates to internal and external customers on status on contract activity (gating items and estimated completion dates)
* Deliver process efficiencies and improved utilization of Business Process Operations capabilities for monthly and quarterly business review cycles (MBR & QBR)
* Support cross-functional metrics/KPIs as needed for teams
* Ensure deliverables and timelines are met or exceeded and stakeholder expectations are consistent with workflow requirements with established SLA/KPIs
* Perform various financial analyses
* Prepared budget and forecasts to project and track financial metrics
* Interact with senior level internal, and external clients to present various analyses, discuss recommendations

MEDEX-Spot, Ventura, CA |December 2015 – June 2016

***Consultant/Business Development*** *(project based)*

MEDEX SPOT is the world's first self-service primary healthcare service platform based upon an Unmanned Micro Clinic (UMC) connected by a dedicated, broadband communications link to a hospital-based Medical Call Center. The UMC cabin is equipped with a continuously operating, air sanitization system, an automatic medical instrument cleaning system, and a cabin floor dirt detection. These patent pending systems keep the cabin fresh and instruments clean for each new patient. Nurse Practitioners (NP) at a hospital-based call center have robotic control over certain instruments and can conduct virtual medical examinations of patients in the UMC cabins who are applying vital signs devices, as instructed over the high quality, two-way audio-video link.

* Business development for innovative telehealth
* Provide contract support for internal functions, particularly sales, but including finance, procurement, and marketing
* Cultivating long-term, trustworthy relationships with business partners
* Searching for new business opportunities in the market and formulating a plan to acquire more customers
* Monitoring customer satisfaction through surveys and follow-up work
* Coordinating proposals and contracts
* Aggressively pursuing awareness of the traits and activities of competitors
* Create and present analytical due diligence to the investment team

Oxford Solutions Group, Seattle, WA | Present

***Executive Consultant*** *(project based)*

Executive skilled at developing and maintaining strategic relationships. Through business planning and creative deal structuring, have successfully negotiated deals that resulted in funding, business line extensions, and distribution channel expansion. Developed a strong contributing team, with a track record of keeping all focused and achieving results.

* Business development for innovative health care plans and business solutions
* Collaborate with business owners and technology resources to ID business and technical requirements and solution implementation strategies.
* Health plan analysis, designed key frame work for startup work on BI and predictive analysis, created an ongoing lifecycle of BI that provided of more accurate, timely and actionable insight
* Vendor management, Performance management, Competitive intelligence
* Build relationships with prospect and current clients to give and get referrals.
* Facilitated new client process by effectively communicating information gathered from new clients
* Build and maintain close relationships with key decision makers and stakeholders, to understand needs and priorities of the business
* Develop and identify competitive strategies and sales play that create opportunity
* Understand market trends and interpret data
* Set and manage appropriate customer and partner expectations regarding proposed solutions from presale, sale

Premera Mountlake Terrace, WA | 2012 - 2016

***Consultant /Vendor Relationship Manager***

Progressive leadership and administration of vendor contracts, strategic sourcing, contract negotiation, and contract management. Contract strategy and analysis, revenue cycle analysis, process development and risk management. Pre-delegation assessments, ongoing delegation oversight and performance monitoring, and annual evaluations of vendors.

* Develop and deliver reporting BI solutions, Dashboards for established KPIs and metrics. Provide program management and subject matter support.
* Collaborate with business owners and technology resources to ID business and technical requirements and solution implementation strategies.
* Conduct quarterly business reviews with business owners, vendor partners, and c-level leadership.
* Troubleshoot and resolve daily data quality, transmission, and integration issues.
* Calculated weekly, monthly, and yearly budgets. Directed company and departments on how to achieve best possible results.
* Blue Cross Healthcare managed migrations/implementations:
	+ Managed technical migration - Access to SQL
	+ Managed vendor implementations including IBM for HEDIS analytics
	+ Additional experience with: HIX, HITECH, ICD-10, EHR

Optimus Consulting, Seattle, WA | 2011-2012

***Senior Consultant / Founder***

Consulting practice included business strategy development, proposal delivery, process re-engineering and implementation, fiscal year planning and budgeting, and channel marketing analysis.

* Prospect for potential new clients for book of business
* Present new products and services and enhance existing relationships
* Attended industry functions, conferences and association events
* Developed strategic marketing and sales plans to boost sales, to meet company goals.
* Focused on business plans with manufacture directly, inventory, supplier analysis, production cost, monitoring/benchmarking key milestone dates, distribution and implementation.
* Establish new business contacts, interacted with clients, and recruited employees.

Space Saver Seattle, WA | 2006-2011

***Consultant/Program Manager***

Responsible for corporate programs and daily business operations. Managed team of program and department directors. Provided leadership on implementation of supply chain process and programmatic solutions. Managed and cultivated relationships with private and non-profit agencies to secure and expand recurring revenue streams. Responsible for supplier contract negotiations, client relationship and supply chain management.

* Revamped program director team structure in order to support growth organically
* Integrated redundant system infrastructure and retired legacy systems
* Consolidated overhead functions; purchasing, planning, marketing, IT, real estate management
* Led deployment of SAP inventory module and supply chain management system
* Launched Star Sightings communication program

Seattle Crab Company Seattle, WA | 2005-2006

***Consultant/Business Development***

Ensured that company's day to day operational activities ran smoothly. Oversaw purchasing and sales. Responsible for developing effective operational processes, controls, and marketing strategies. Managed $6M annual budget encompassing consumer research, advertising, marketing, promotions, and relationship management.

* Credited for contribution toward YOY annual sales growth from $13M to $17M
* Increased brand awareness through direct marketing campaign and in-store advertising
* Launched e-commerce platform resulting in $600K increased sales and $210K net profits
* Contributed to successful integration of the Seattle Crab brand within the Skippers franchise
* Facilitated complex project to implement new enterprise database platform

Coinstar Seattle, WA | 1998-2005

***Consultant/Business Development***

Revenue accounting and analysis for 300+ specialty coin counting units throughout the United States. Oversaw all in-store market transactions, coin counting operations and projects, including demographic and financial analysis, armored truck audits, customer and vendor relationship management, monthly bank recons, and month end close

* Specialized in expansion of Spanish speaking markets; Los Angeles, Houston, Puerto Rico
* Responsible for deployment of SOX control framework and successful audit results
* Supported accounting projects and assisted other operational areas as assigned
* Collaborated with IT and business stakeholders to design new revenue tracking system

Pet’s Choice Corporate HQ, Seattle, WA | 1995-1998

***Consultant/Business Analyst***

Oversaw staff hiring and screening for 27 veterinary clinics in the Pet’s Choice network. Responsible for analysis of consumer trend and demographic data required to drive marketing efforts and increase sales and margins. Managed daily operations and clinic staff for 4 of Pet’s Choice veterinary locations.

* Increased margins by 2%, delivering an increase of $1.2M in Gross Profit over 2year period
* Added premium product brands driving a 10% increase in average retail profits
* Maintained daily sales, receivables and payables, and ensured timely and accurate month end close

EDUCATION

* **University of Washington,** BA Economics, minor in Political Science