

Luis Cruz

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EDUCATION

Pennsylvania State University

Master of Professional Studies (MPS) Organization Development and Change

Remote

August 2027

- **Honors:** Phi Kappa Phi
- **Relevant Coursework:** Foundations of Organization Development and Change, Process Consultation, Assessing Data for Organizational Diagnosis, Facilitating Groups and Teams, Project Management for Professionals, Appreciative Inquiry.

State University of New York College at Oneonta

Bachelor of Science (BS) Dietetics

Oneonta, NY

PROFESSIONAL EXPERIENCE

Siemens Healthineers

Biomarker Production Specialist

Albany, NY

Sept 2024 – Present

- Designed and maintain a data management system for 50+ accounts which identifies sensitive customer accounts improving customer account prioritization, enhancing customer satisfaction, and providing communication to management and technicians.
- Identified a recruitment gap for the Laboratory Technician position, created a new position description which was subsequently adopted by Siemens Healthineers for 24 existing positions at 46 regional sites improving candidate targeting and hiring quality.
- Trained employees to utilize and troubleshoot issues within Decklar/Roambee and OTM supply chain software ensuring employees meet 98.5% company adherence for accurately tracking and monitoring transportation of radioactive biomarkers.

CAPTAIN Community Human Services

Volunteer Organization Development Consultant

Clifton Park, NY

Feb 2023 – June 2024

- Executed a full-cycle OD workstream resulting in the inception of a program to capture diversity, equity, and inclusion data for recruitment, education, succession planning, and development roadmap aligned to organizational strategy.
- Conducted comprehensive organizational assessment and analysis using structured stakeholder interviews, employee focus groups, comprehensive one-on-one employee interviews, Likert scale structured assessments, and organizational gap analysis.
- Translated findings into problem statements, design options, and evidence-based recommendations presented to leadership.
- Designed and documented HR process improvements, facilitation guides, and job aids aligned to informing employees and leadership of DEI fundamentals enabling consistent, self-sustaining adoption by individuals within the organization.

Haleon (Formerly GlaxoSmithKline)

Raw Materials Chemist

East Durham, NY

Nov 2022 – March 2023

- Designed and deployed a virtual platform streamlining 3,600+ tests necessary for accelerated material release program; managed training to drive 100% FDA compliance demonstrating full-cycle project execution in a regulated, system-driven environment.
- Designed, created and provided learning materials, and delivered training sessions supporting staff adoption of new processes.
- Facilitated meetings addressing FDA audit findings between chemists, team leads, quality management, and UK executive team.

Eurofins Scientific Laboratories

Quality Control Microbiologist

Rensselaer, NY

May 2022 – Nov 2022

- Developed and presented process improvement plan to internal management, continuous improvement team, and client management which identified over \$600,000 in potential savings annually gathered through evidence-based analysis.
- Contributed to employee feedback group which identified surface workflow inefficiencies at client site allowing the client to evaluate and integrate solutions into client worksite enhancing flow paths, reducing testing times, and improving satisfaction.

SKILLS & INTERESTS

- **Collaboration & Productivity:** Microsoft Teams, SharePoint, MS Office Suite
- **Survey & Analysis:** SurveyMonkey, Microsoft Forms, Qualtrics
- **Research Methods:** Qualitative & quantitative research, gap analysis, requirements documentation
- **Interests:** Fragrances and fragrance collecting, video games, Twitch TV, website development, personal growth and development