

Robert Luco
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Professional Experience:

Industry:

- Government and Public Sector
- Healthcare (Payor & Provider)
- Hi-tech Manufacturing

Functional:

- Operational Transformation and Change Management
- Business Process Redesign and Operational Restructuring
- Strategic Realignment
- Technological Enablement Realignment
- Workforce Performance Improvement and Learning Systems Design

Professional History :

- Luco and Company Ltd
- Navigant Consulting Inc
- Alignment Partners LLC
- Deloitte Consulting LLP
- Coopers & Lybrand LLP
- BC Systems Corporation
- Royal Canadian Mounted Police

Education

- Masters of Science, Organization Development, Pepperdine University
- Bachelor of Arts & Science, Bio-Science, University of Lethbridge
- Forensic Scientist, Royal Canadian Mounted Police
- Laboratory Technologist, Calgary General Hospital

Professional Memberships

- American Association for Training and Development
- Organization Development Network
- Project Management Institute

Professional Certifications

- Six Sigma
- NTL Advanced Team Building
- PeopleSoft HR, Payroll and Benefits Administration

Robert Luco

OBJECTIVE

Leverage 30 years of global consulting experience in the disciplines of change management, operational transformation, training deployment, business analysis, operational design, business process engineering (including Six Sigma), project management, enterprise resource planning and strategic planning to secure a senior management position that will advance an organization's operational and competitive effectiveness.

PROFESSIONAL SUMMARY

Robert Luco is a 30-year veteran in the management consulting field with global experience across multiple industries, including Fortune 100 corporations, health care, health plan, aerospace, defense, high-tech manufacturing and the public sector. He has a proven track record of developing and implementing innovative enterprise resource planning (ERP) solutions utilizing leading change management and operational transformation technologies that elevate organizational performance and operational excellence. Robert has a demonstrated ability to engage business leaders to facilitate operational and tactical planning and deployment as well as long-range strategic planning. His global project management experience provides a large-scale perspective to all ERP deployments, business process redesign, organizational restructuring, alignment of technological enablers to strategic goals, and building the enablers for system adoption and operational change.

Most recently, Robert was engaged on 18 month insurance claims management system deployment. He represented the largest business unit's (by revenue) business interests through Global Design, Business Use-case Development and Business Requirements development. Reporting to a senior executive, Robert was responsible for the day-to-day management of a team of client employees, preparing weekly status reports and consolidating and preparing reports as requested by the Leadership team. Robert has extensive project management experience implementing commercial off-the-shelf software products, examples being SAP (global chart of accounts and general ledger), PeopleSoft (human resources, financial and benefits administration), Lawson (human resources, financial, payroll and supply chain), Ariba eProcurement, Facets, and EPIC healthcare claims management systems. In addition, Robert instructs university-level courses in Training Design, Performance Management, and Conflict Resolution and Negotiations.

Professional Experience

Luco and Company, Ltd ▪ Sacramento, CA ▪ January 2008 – Present; June 2002 – April 2005

Senior Principal - Management consultant specializing in strategy development, process redesign, workforce performance improvement, change management and technological enablement.

- Provides strategic deployment advisory services to health plan industry executives, including the CFO of Blue Shield of California
- Responsible for business development and client relationship management
- Managed an information systems integration and consolidation project driven by the global merger of two high-tech manufacturing companies, delivering results on-time and on-budget
- Facilitated the operational redesign for consolidation of systems and data, including data archiving strategies, staffing redistribution, and rationalization and operational deployment of hardware and operating systems to support strategic goals
- Provided senior level advisory services to guide an aggressive four-month timeline for the separation and reconstruction of all information systems for a high-tech manufacturing company divestiture
- Successfully completed an information systems departmental assessment that drove senior management position changes, strategic realignment and IT departmental reorganization
- Responsible for assessing clinical applications, including vendor contract reviews, leading to a \$17M cost reduction

Navigant Consulting, Inc. ▪ San Francisco, CA ▪ April 2005 – January 2008

Director - Provided thought-leadership, methodology development, guidance and implementation direction for Navigant's national change management and operational transformation practice.

- Managed and developed a ten-year strategic plan for a health plan firm that included hardware assessment, recommendations for a hardware lifecycle management program and revisions to the business continuity program
- Strategic architect for operational and organizational restructuring, including position description realignment, leadership redistribution and workforce performance improvement programs
- Successfully completed a vendor due diligence and selection project for a global bio-science company
- Assessed data and recommended realignment of technical enablers to support the UNESCO's global restructuring project

Deloitte Consulting, LLP. ▪ Seattle, WA; Sacramento and San Francisco, CA ▪ July 1998 – June 2002

Senior Manager - Western Regional Healthcare Lead for the Change, Learning and Performance Improvement Practice.

- Responsible for thought-leadership, methodology development and client delivery for the western regional change management, learning and e-learning, and workforce performance improvement practice leading to significant client operational transformation and improvement
- Led several operational strategic planning and deployment projects, including business case development, process redesign, operational restructuring, position description realignment, staff modeling and resource loading, recruitment, retention and termination strategies, and performance management realignment
- Deployment project manager for an aerospace and defense enterprise resource planning (ERP) implementation, resulting in the deployment of a change management program that impacted 250,000 employees
- Strategic architect for the overall deployment and change management program of a major healthcare provider; the proof-of-concept pilot trained 5000 end-users
- Strategic architect of a deployment program for a healthcare provider implementing a new claims management system, including a new end-user helpdesk

Coopers and Lybrand, LLC. ▪ Washington, DC ▪ May 1995 – June 1998

Manager - Responsible for client relationship management, value-added outcomes delivery, project management, cross-team development, and peer and subordinate coaching and mentoring.

- Developed and deployed enterprise-wide executive and leadership development programs including 360⁰ feedback processes, and executive mentoring and coaching programs
- Project manager responsible for deployment of the legacy system replacement (human resource, payroll, position description and finance modules) for a large city government
- Project manager for multiple large-scale enterprise resource planning implementations, integrating people, processes and infrastructure changes

BC Systems Corporation ▪ Victoria, BC, Canada ▪ November 1989 – May 1995

Organization Effectiveness Advisor - Program manager for a five-year enterprise operational transformation project

- Successfully managed a corporate restructuring project that included redefinition of the values, vision, and mission, development of a new strategic plan, new organizational structure, realignment of recruitment and retention strategies, performance management systems realignment, executive and management development programs and operational and behavioral transformation programs
- Developed and deployed an executive development program including coaching, diversity training and team development

Example Client Experience

» **Private Sector:**

- International high-tech company: Global deployment of new financial model
- International high-tech company: Global redesign (merger); Restructuring global Information System organization; Global name change and deployment
- International high-tech company: Divestiture and separation of IT infrastructure

» **Healthcare:**

○ **Payor:**

- State-wide health plan: Facets claims management system large-scale implementation
- National Health System: eProcurement (Ariba) project; eLearning vendor selection processes
- Regional health plan: Claims management systems deployment and end-user helpdesk creation

○ **Provider:**

- National health system: Billing and claims system realignment
- Mid-western health services systems: Information systems departmental assessments, strategy development and operational redesign and restructuring

○ **Bio-sciences:**

- International pharmaceutical company law department eBilling and matter management systems and vendor selection program

» **United Nations Educational, Scientific and Cultural Organization**

- Global Restructuring Project

» **Federal Government:**

- Department of Defense
- Department of the Treasury

» **State Government:**

- Ministry of Health, Province of British Columbia
- District of Columbia (City of Washington, DC)