

# ANWAR N. STEPHENS

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## STRATEGIC PROCESS OPTIMIZATION AND DIGITAL TRANSFORMATION LEADER

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Seasoned management consultant with 16+ years driving global operational excellence, process transformation, and ServiceNow platform implementations. Certified Lean Six Sigma Black Belt with proven expertise leading cross-functional teams to deliver \$450M+ in measurable savings through data-driven process optimization, automation, and digital enablement. Deep experience leveraging ServiceNow to modernize workflows, increase self-service capabilities, as well as enhance employee and customer experiences across federal and commercial sectors, with exposure to HR Operations.

## SKILLS & COMPETENCIES

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<i>Process Transformation</i>	<i>ServiceNow Expertise</i>	<i>Technology &amp; Tools</i>
DMAIC   Lean Six Sigma   VSM	ServiceNow Integrations	Minitab   Power Automate   Jira
Root Cause Analysis   SPC	Customer and Employee Workflows	SQL   Tableau   Celonis   Palantir Foundry
Process Modeling   Process Mining	Dashboards   Resource Planning	Agile   Scrum   ERP Platforms

## EXPERIENCE

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- Accenture – Consultant (Digital Transformation | Ops Improvement) Washington, DC 10/2019 – Present**
- Architected and deployed critical features for SAP-ServiceNow procurement integration, eliminating bottlenecks, improving user experiences, and reducing rework for enterprise users serving millions of beneficiaries
  - Partnered with Finance leads, HR leads, and Digital Technology teams to redesign employee-facing workflows on ServiceNow, improving process traceability, self-service adoption and proper case handling
  - Led critical workflow redesigns, designing automation solutions that streamlined customer service operations, improved process traceability, enhanced internal employee service experience and reduced case resolution times for distributed operations teams
  - Led product integration team, migrated \$8.8B+ in payments, cut data errors 30%, and raised user task efficiency 99% through cross-team collaboration, process standardization and data-driven decision-making
  - Delivered analytical frameworks that transformed healthcare operating model, generating \$400M in projected savings through process optimization, decision-making analytics, resource reallocation, and operational restructuring
  - Mentored analysts and developers on best practices, process documentation, and change management to sustain continuous improvement culture
- Precise Portions – Strategy Consultant (Pro Bono) Chicago, IL 01/2017 – 09/2019**
- Presented supply chain strategy changes that were implemented, reducing unit cost 20%, procurement cycle time 80%, and warehousing costs 25%, improving profitability, operational agility, and scaling potential
- ArcelorMittal USA – Senior Operations Analyst | Product Manager East Chicago, IN 06/2007 – 09/2019**
- Designed and launched 9 internal operational applications delivering \$50M+ in savings through process automation, waste elimination, and workflow standardization—elevating facility performance from bottom to top quartile globally
  - Led various Lean Six Sigma process improvement initiatives earning two performance awards and driving department to highest production volume in a decade
  - Expanded sales by 10% for high-complexity orders through data-driven process optimization and bottleneck elimination
  - Coached junior engineers on DMAIC and Kaizen, securing management buy-in for process transformation projects

## CERTIFICATIONS

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**Lean Six Sigma Black Belt** | Simplilearn | Awarded July 2018  
**Foundry Aware Certification** | Palantir Technologies | Awarded December 2025  
**Certified Scrum Product Owner (CSPO)** | Scrum Alliance | Awarded March 2025 | Expires March 2027

## EDUCATION

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**Master of Engineering Management** | Northwestern University | Evanston, IL | 2013 – 2016  
**Bachelor of Science in Chemical Engineering** | University of Michigan | Ann Arbor, MI | 2003 – 2007