

## ANTIONETTE BOSTIC

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### BUSINESS TRANSFORMATION LEADER & CERTIFIED SIX SIGMA MASTER BLACK BELT

Accomplished business transformation leader with over 20 years of operational leadership and 15 years of people management experience. I have a people first leadership approach prioritizing career growth, skill development, and inclusion. Experienced in business insights, voice of the customer analytics, program design and deployment, mergers and acquisitions, operating model redesign, process optimization, and business operations management. I am an innovative problem solver who has consistently exceeded business expectations by working successfully with fortune 500 organizations to develop a culture of continuous improvement. Delivered millions in financial benefits through increased capacity and decreased operating costs. Core Competencies and professional strengths include:

- Business Process Management
- Performance Mgmt. & KPI Adoption
- Management Consulting
- Supply Chain Management
- Global Lean Six Sigma Deployment
- Strategic Planning
- Change Management
- Centralized Reporting
- Operating Model Redesign
- McKinsey 5 lens Methodology

### EXPERIENCE:

**Dec. 2023-Present Tonality Inc., Newark, NJ**

**Business Transformation Consulting**

**Founder and CEO**

Tonality helps organizations rethink, redesign, and deploy fundamental changes to their operating structure to remain flexible and responsive in a changing and highly competitive environment. Industry agnostic Services include Strategic Planning, Business Architecture, Integration Management, Process Improvement & Design, KPI and Performance Management advisory support, Change Management, and Deployment of Lean Six Sigma Tools and Methods.

**2020-Dec. 2023 Panasonic North America, Newark, NJ**

**Business Transformation Department (PEXNA)**

**Director of Business Transformation**

I led the creation of the Business Transformation Department for North America's centralized operations. My department was responsible for the deployment of the Lean Six Sigma methodology across all business units in North America, and the development and deployment of KPIs to facilitate ongoing operational performance reviews.

### Accomplishments:

LSS Center Of Excellence: Working in partnership with the Executive Team I led the creation of PEXNA's Lean Six Sigma Center of Excellence. The department is responsible for the training and certification of all Green Belts across North America. In 3 years we trained 73 Green Belts, executed 62 projects, and engaged over 600 employees with 1 year estimated savings of approximately 14M and 4 year savings of approximately 53M.

Centralized Reporting Team: I developed a business case in support of the creation of a centralized reporting function. The Centralized Reporting team is responsible for the deployment of cascading metrics for all PEXNA functions in North America.

**2017-2020 UBS Financial Services, Weehawken, NJ**

**Group Internal Consulting**

Director of Operational Excellence

I led the Business Transformation Department for North America's centralized operations. My department was responsible for the deployment of the Lean Six Sigma methodology across all business units in North America, and the development and deployment of KPIs to facilitate ongoing operational performance reviews.

**Accomplishments:**

Mortgage Loan Processing Transformation Initiative: Led the end-to-end review of the mortgage loan processing function (including: loan origination, coordination, underwriting and closing) impacting 130 resources. Recommendations included changes in work complexity segmentation, workforce planning model, work standards and procedures, customer servicing model, and small technology enhancements. As of June 2019 capacity savings recorded at 22 FTE (totaling 3.7M).

**2015-2017 Standard & Poor Global (PLATTS), Manhattan, NY**

**Director of Operational Excellence & Transformation**

As a member of the Global Content Operations team I led a team of 17 internal consultants responsible for the deployment of major transformation initiatives focused on enhancing operational efficiency, scaling back-office operations to meet increasing demands, and developing the skills and abilities of employees across the European, North American and Asia Pacific regions.

**Accomplishments:**

PLATTS/PIRA Integration: Served as the integration leader for the \$350M PIRA acquisition (largest acquisition in PLATTS history) supporting the office of the COO. My work consisted of:

- ❖ Facilitating daily briefings and weekly status updates with global resources to track progress of integration activities across product, marketing, sales, operations and all other shared service functions.
- ❖ Coordinating working sessions with senior leaders of both companies to define an integration strategy aligned with deal goals and objectives.
- ❖ Developing and implementing a communications and change management plan,
- ❖ Leading the Integration Management Office responsible for the daily management of the PLATTS/PIRA integration program plan.
- ❖ Developing a playbook to serve as a guide for future integrations.

Central Editing Desk Diagnostic Review: Led a cross functional working team through a Diagnostic review of the Global Central Editing Desk. This effort resulted in implementation of a new streamlined operating structure, standard work flows and operating procedures. Process changes resulting in an increase in capacity of \$450K.

Metrics & Reporting: Established a centralized metrics and reporting function to support the development of KPI dashboards and standard reporting across Global Operations.

**2009-2015 METLIFE, Global Operations, Manhattan, NY**

**Assistant Vice President, Business Transformation Practices (BTP)**

As a member of the BTP leadership team I managed a team of 22 quality practitioners in support of the deployment of quality improvement tools and methods as well as the implementation of key transformation initiatives across the enterprise.

**Accomplishments:**

New Jersey Market Consolidation: Partnered with Metlife's USB Individual Distribution Group to lead the largest consolidation of 3 separate firms in the New Jersey market with a combined revenue of \$50M. Responsibilities consisted of:

- ❖ Facilitating daily cross functional meetings across sales, production, marketing and administrative areas to realign core functions, consolidate redundant activities, terminate overlapping departments, consolidate physical locations, relocate existing resources, and rebrand the new consolidated company (i.e. Metlife Solutions Group).
- ❖ Managing project leads responsible for developing and managing the integration plan from launch to Day1 readiness.

Direct Marketing Call Center Ops. Transformation: Partnered with Japan's Direct Marketing Team to deploy the McKinsey 5 Lens Lean Management System across call centers in Tokyo, Kobe, and Nagasaki. Led the work of business and COE change agents to deliver improvements in customer call handling, performance management, customer segmentation, and end-to-end leads management. The overall impact resulted in a 1.6% increase in ANP in 6 months.

IT Change Management Initiative: Established an improved structure for managing change including enhancements to key processes, tools and oversight. Achieved \$1M in increased capacity by increasing the number of standard changes by 60%. Saved \$255k by increasing the use of templates by 33%, and improved the coordination of change activities through use of a consolidated change calendar.

**2008-2009      Active Health Management, Manhattan, NY**  
**Vice President**

Responsible for improving the quality of product performance by applying the discipline of process improvement, utilizing Lean Six Sigma tools and methods. Led an end-to-end review of Active Health's client implementation process to identify areas requiring process enhancements and modification.

**2007-2008      Morgan Stanley, Manhattan, NY**  
**Vice President**

Led rollout of Lean Six Sigma program across North American investment bank operations. Program objectives: improve operational efficiency, introduce a culture of continuous improvement and provide career development for operations professionals.

Accomplishments:

- ❖ Expanded program to retail and asset management operations
- ❖ Projects completed in the first year released 11 FTE capacity and \$1M in financial benefits.

**Education:**

Masters in Business Administration, Howard University, Washington, DC. May 2000.  
 Bachelor of Arts in Journalism, Howard University, Washington, DC. May 1997

**Certifications:**

Six Sigma Black Belt (Sept. 2002) Kodak Six Sigma University  
 Master Black Belt (July 2004) Axa Financial

**Publications:**

Paraplegia News, February 1998

Wrote a feature article for the Health Policy Department of Paralyzed Veterans of America announcing the release of an Algorithm Chart for Autonomic Dysreflexia.

**Affiliations:**

Team For Kids (NYC ING Marathon Runner); United Way Volunteer; Susan G. Koman Breast Cancer Foundation; National Assoc. of Female Executives; INROADS Volunteer; P.O.W.E.R Woman Of The Month Award; Business Transformation Exchange Conference Chair

**Technical**

**Skills:**

Microsoft Office, Excel, Powerpoint, Outlook, Microsoft Project, MS Teams, Visio, Minitab, Sharepoint, MURAL