

# RAFAEL CLASS II, MBA

Lovington, NM 88260 | 386.235.5575 | [rclassz@icloud.com](mailto:rclassz@icloud.com)  
<https://rafaelclassll.com/> | <https://www.linkedin.com/in/rclassii/>

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## OBJECTIVE

Enthusiastic advocate and practitioner of Change Management, Six Sigma, and Lean Six Sigma sciences with practicable experience developing and implementing highly effective Lean Six Sigma programs that deliver world-class results and enduring financial success. Adept at implementing Lean Six Sigma transformation programs across various market segments and industries, including agriculture, automotive, banking, education, finance, hospitality, and logistics.

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## CORE COMPETENCIES & SIGNIFICANT ACCOMPLISHMENTS :

- Senior Lean Six Sigma Master Black Belt with a strategic ability to develop and implement unique TPS solutions.
- Practitioner of Lean Manufacturing (TPS) since 2012. Certified Lean Six Sigma Black Belt since 2021.
- Seasoned Empathetic, Change, and DEI Guru with over fifteen years of diverse leadership experience.
- Facilitated over fifty successful (transformative and Strategic) Kaizen events.
- Credited with over \$1 million in "bottom-line" improvement savings.
- Excellent project management skills with proven ability to bring projects to timely and beneficial fruition.
- Expert Change Agent with experience and social skills to mitigate challenges to inclusive change.
- Expertly proficient at delivering world-class, lean six-sigma transformations in highly regulated industries.
- Practical interpersonal and communication skills with all corporate personnel, regardless of hierarchical position.
- Strong analytical, investigative, and critical thinking skills, utilizing Lean and Six Sigma statistical analysis tools.
- Competent Lean/Six Sigma Trainer and developer of intuitive training materials.
- Proficient use of Microsoft Office Suite and Minitab.

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## EXPERIENCE

### CEO | Change Management Consultant

Rafael Class II LLC. | Lovington, NM

Sept. 2019 - Present

- Spearheaded various vital accomplishments that have propelled our organization forward.
- Excel in implementing change management strategies, prioritizing DEI at every stage.
- Specialist in creating tailored DEI programs that promote a culture of belonging.
- Implemented foundational processes and optimized business operations.
- Produce unique, strategic vision and foresight that anticipates trending capabilities.

### Adjunct Professor

Morris Brown College | Atlanta, GA

Jan. 2021 – Present

- Adept at fostering a supportive learning environment by actively listening to students' needs and addressing their concerns with empathy and understanding.
- Skilled in motivating and guiding students through challenging academic material by providing encouragement and personalized assistance tailored to their learning styles.
- Demonstrated ability to create a positive & inclusive atmosphere where students are valued, respected, & empowered to express their thoughts and opinions.
- Committed to promoting a culture of collaboration and mutual respect among colleagues and students, encouraging open dialogue and the exchange of diverse perspectives.
- Leveraged emotional intelligence & people skills to inspire & mentor students, cultivating a sense of trust, camaraderie, and shared purpose within the academic community.

### **Academic Supervisor**

Turner Job Corp. | Albany, GA

June 2023 – Oct. 2023

- Implemented effective weekly academic plans, fostering a structured learning environment.
- Led a diverse team of twenty-eight professionals and applied empathy and strategy to maximize productivity and morale.
- Demonstrated exceptional critical thinking skills to address complex academic issues while considering the diverse needs of students and faculty.
- Promoted inclusivity and diversity within the academic community by encouraging open communication and respect for all perspectives.
- Collaborates with faculty members and stakeholders to implement innovative strategies that enhance learning outcomes and foster a culture of continuous improvement.

### **Senior Credit Risk Analyst**

JP Stone Community Bank | Hobbs, NM

Oct. 2021 – July 2022

- Demonstrated expertise in developing and implementing innovative risk management strategies to drive profitable outcomes and protect the organization from financial losses.
- Proven history of effectively leading cross-functional teams in analyzing, forecasting, and mitigating credit risks through data-driven decision-making and initiative-taking risk assessment.
- Spearheaded enhancing credit risk assessment models and methodologies, resulting in optimized risk-adjusted returns and improved credit portfolio performance.
- Led strategic initiatives to streamline credit origination processes, integrating automation and predictive modeling techniques to enhance efficiency and accuracy.
- Established strong relationships with key stakeholders, fostering collaboration and alignment to manage credit risk exposure effectively in dynamic market conditions.

### **General Manager**

McAlister's Deli | Hobbs, NM

Aug. 2020 – Oct. 2021

- Proven record of developing and executing data-driven strategies to drive business growth and maximize profitability.
- Strong ability to assess market trends, competitor activities, and customer insights to inform decision-making and drive competitive advantage.
- Demonstrated expertise in leading cross-functional teams, fostering collaboration, and inspiring a culture of innovation and excellence.
- Skilled at streamlining operations, optimizing processes, and implementing efficient systems to enhance organizational performance.
- Exceptional critical thinking skills, focusing on identifying opportunities for improvement and implementing strategic solutions to achieve objectives.

### **Financial and Insurance Manager**

Four Kings Auto Group | Remote

Mar. 2018 – Apr. 2021

- Proven history of developing and implementing innovative financial strategies to maximize profitability and mitigate risk in the insurance sector.
- Demonstrated expertise in analyzing market trends and forecasting financial outcomes to drive informed decision-making.
- Strong leadership skills in overseeing cross-functional teams to achieve business objectives and deliver exceptional results.
- Ability to leverage advanced data analytics tools to identify opportunities for performance improvement and cost savings.
- Recognized for excellent communication skills in presenting complex financial information to stakeholders and driving alignment toward strategic goals.

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## ADDITIONAL EXPERIENCES

**Inmate Grievance Representative** | Fishkill Correctional Facility | Beacon, NY  
**F&I Manager** | Cox Nissan | Bronx, NY  
**Director of Operations** | ToC Construction | Fall River, MA  
**Director of Operations** | NorthEast Landscaping | Needham, MA  
**Shift Leader** | AJ Wright Distribution Center | Fall River, MA  
**Logistics Analyst** | Blount Seafood | Fall River, Ma

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## EDUCATION

**Doctor of Healthcare Admin. (DHA)** | Virginia University of Lynchburg | Lynchburg, VA |  
**Doctor of Education (EdD)** | Liberty University | Lynchburg, VA | ABD  
**Master of Business Administration (MBA)** | University of the Southwest | Hobbs, NM | 2020  
**Bachelor of Science in Organization Leadership (BSOL)** | Nyack College | Nyack, NY | 2018

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## CERTIFICATIONS

**Lean Six Sigma Master Black Belt** | Management & Strategy Institute | Cred. ID 206886946  
**Change Mgmt. Specialist (CMS)** | Management & Strategy Institute | Cred. ID 2067522413  
**Organizational Leadership in DEI** | Rice University | Cred. ID C34NLTV9PEX4  
**Leading for DEI in Higher Education** | University of Michigan | Cred. ID XTNDSFZZWW5E  
**Human Rights Specialist** | US Institute of Diplomacy & Human Rights | Cred. ID 56557720  
**Lean Six Sigma in Healthcare** | CertiProf International | Cred. ID CS124I594  
**Lean Six Sigma Black Belt (ICBB)** | CertiProf International | Credential ID CS123I588  
**CRC Software Certification** | Credit Repair Cloud | Cred. ID 18602999  
**Certified F&I Manager** | F&I Training | Cred. ID Rafael Class II

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## SKILLS

Strategic Leadership	VoC Specialist	Change Impact Analysis
Microsoft Suite	SQL	Risk Assessment and Mitigation
Google Suite	Agile	Stakeholder Engagement
Analytical and Critical Thinking	Process Improvement	Communication Planning and Execution
Conflict Resolution	5S and Visual Control	Cross-functional Collaboration
Influencing and Persuasion	Statistical Process Control	Training Program Design and Delivery
Raising Capital	Forecasting	Employee Engagement
Coaching and mentoring	Strategic Planning	Problem-Solving
Workshop Facilitation	Hoshin Kanri Strategist	Continuous Improvement
Organizational Restructuring	Root Cause Analyst	Project Management
Mergers and Acquisitions Integration	Minitab	Conflict Resolution
Metrics and Feedback Analysis	Implementation	Change Management Strategy Development
Emotional intelligence	Supply Chain	Adaptability and Resilience
Trilingual - English, Spanish, and Portuguese	Data Analysis	Recruitment

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## REFERENCES

**Cory Potter** | Elon University | 407.416.7630 | corypotter222@gmail.com  
**Jamila Wright** | Nyack College | 845.323.9453 | jamilawright10@gmail.com  
**Cynthia Dorsey** | Westchester Community College | 914.396.5938 | cynthiaddorsey@aol.com  
**Raphael C. Jackson** | Albany State University | 407.591.1035 | raphaelcjackson@gmail.com