

Bryant Jones, Ed.D., MBA, LSSBB, Prosci® Certified Change Practitioner

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SUMMARY

10+ years' experience providing results-driven operational excellence management to innovative and leading scientific organizations with global reach as a Six Sigma Black Belt and Senior Leadership Team (SLT) member. Highly motivated, detail-oriented, and effective communicator; able to manage multiple projects simultaneously by deploying resources and capital across work streams. Experienced at successful strategic implementation of continuous improvement strategies, change management and lean principles and methodologies across various manufacturing and production industries. Expert at deploying root cause analysis across production lines and work streams to identify areas of waste and develop innovative improvements. Motivational leader skilled in building cohesive teams and managing multiple employee groups to deliver operational improvements on time and under budget. Expert project lifecycle planner, with experience designing and delivering successful end-to-end project plans and timelines.

EDUCATION

Doctor of Education in Educational Leadership and Organizational Innovation August 2025
Marymount University, Arlington, VA

Dissertation title: "A Qualitative Comparative Analysis of Lean Six Sigma Versus Change Management in Healthcare Management"

Committee: Shannon Melideo, Ph.D., Romeo Solano, Ph.D., Damian Dunbar, D.B.A (Chair)

Master of Business Administration June 2019
Southern New Hampshire University
Manchester, NH

Bachelor of Science in Chemistry May 2004
Millsaps College
Jackson, MS

CERTIFICATIONS

- Strategic Operations Management Certificate, 2026
- Prosci Certified Change Management Practitioner, 2024
- Certified Goal Success Life Coach, 2024
- Lean Six Sigma Black Belt Professional, 2024
- Data Analytics Certified Professional, 2023
- Scrum Master Accredited Certification, 2019
- Lean Six Sigma Green Belt Professional, 2019

HONORS & AWARDS

- Certificate of Excellence: Outstanding Achievement Award (Top Dissertation of the Year), Marymount University, 2025
- Merck Research Recipient, Millsaps College, 2004
- Merck Research Recipient, Millsaps College, 2003

RESEARCH INTERESTS

- Advancing the application of Lean Six Sigma methodologies to enhance operational efficiency, quality assurance, and organizational performance in healthcare and laboratory systems.
- Exploring evidence-based change management frameworks, with emphasis on Lewin's Change Model and Prosci's Awareness–Desire–Knowledge–Ability–Reinforcement (ADKAR) Model, to promote organizational adaptability and sustainable transformation.
- Investigating organizational development strategies that integrate systems thinking and continuous improvement to strengthen alignment between culture, leadership, and performance outcomes.
- Examining the intersection of andragogy and continuous improvement practices to design effective professional development and workforce training programs.
- Analyzing the role of leadership, equity, and organizational culture in fostering innovation, collaboration, and long-term institutional resilience.

PROFESSIONAL EXPERIENCE

Luxe Dermatology & Aesthetic Center, McLean, VA

Vice President of Operations / Practice Manager, May 2026 – present

- Direct operational strategy for a dermatology and aesthetics practice, overseeing workforce planning, compliance, administrative infrastructure, and day-to-day execution to support growth, efficiency, and patient experience.
- Lead cost optimization and digital transformation initiatives, including payment-platform consolidation, AI-enabled documentation and call-support tools, and reporting enhancements to reduce administrative burden and improve operating leverage.
- Designed an inventory visibility dashboard and initiated development of an e-commerce storefront to strengthen inventory control, expand retail revenue, and improve product sell-through.
- Oversee talent operations for front-office and clinical support teams, including hiring, onboarding, training, scheduling, and performance management, while reinforcing accountability and organizational culture.
- Built management reporting and business analytics to improve leadership visibility into staffing, inventory, operations, and service trends for faster decision-making.
- Strengthened reputation and patient-experience management by implementing processes and vendor-supported tools to monitor online reviews, accelerate issue escalation, and support service recovery.

NMS Labs, Horsham, PA

Laboratory Operations Manager / Process Improvement Manager, February 2023 – May 2026

- Provide strategic direction as part of the organization's senior leadership team, driving initiatives that align with overall business goals and mission.
- Achieved a 20% increase in operational efficiency and a 15% reduction in process waste through targeted process improvement initiatives.
- Reduced inventory shrinkage by \$30K using a PDCA cycle-based supply process.
- Executed a new inventory supply process using the PDCA cycle, resulting in a \$30K reduction in inventory shrinkage.
- Implemented the Elga Water Substitution project, securing \$140K in annual cost savings through mobile phase validation.
- Identified \$25K in savings to offset Quality Control (QC) Inventory Management System (IMS) project expenses.

- Increased employee satisfaction by 15% by promoting a Lean approach and leading Lean 5S workshops for over 200 employees.
- Reduced Quality Control errors by 20% through root cause analysis and process improvements.
- Decreased QC incident reports by 50% within one quarter via team engagement and Lean principles.
- Improved QC and Reagent turnaround rate to over 98% by Q4 2023, enhancing customer satisfaction.
- Optimized inventory carrying costs by over 25% by leveraging IMS data for streamlined operations.
- Led collaboration between Quality Assurance, Specimen Processing, and Lab Operations to improve workflow integration and consistency.
- Applied data analytics and Six Sigma tools to identify bottlenecks, reducing turnaround time by 20% in key lab processes.
- Drove cultural shift towards data-driven improvement, transitioning focus from static reporting to actionable insights.
- Coached teams in Lean and Six Sigma principles, building self-sufficiency in continuous improvement across departments.
- Directed initiatives that aligned with strategic goals, driving process efficiency and supporting sustainable growth.

Quest Diagnostics, Chantilly, VA

Toxicology Supervisor, September 2016 – May 2021

- Mentor and lead team of thirty plus direct and indirect reports to ensure accuracy, quality, and efficiently; coordinate team efforts to accomplish goals within timeframes.
- Design standard operating procedures and deploy innovative training programs to improve department turnaround time from 67% to 87% within three months.
- Analyze process and operations data; leverage data to facilitate process redesign to inform decisions and provide accurate cost/benefit estimates. Launched project to reduce failed sample runs by more than 10%.
- Reduced client turnover through aggressive sample monitoring; delivered corporate savings in excess of \$40M.
- Collaborate with functional departments throughout the organization including product line, product development and supply chain to design lean production lifecycles for product line.
- Increased direct report employee engagement survey scores by 25%.
- Manage LC (liquid chromatography) and GC (gas chromatography) laboratory operations.

Virginia Department of Forensic Science, Manassas, VA

Forensic Scientist, August 2014 – August 2016

- Maintain the chain of custody
- Analyzed evidence for the presence or absence of controlled substances
- Generate report based on analytical data
- Provide expert testimony in court based on analytical results
- GC operator and perform monthly maintenance
- GC/MS backup operator and perform routine maintenance along with troubleshooting
- Assist in interviewing new candidates for the drug section

Fort Worth Police Department Crime Lab, Fort Worth, TX

Senior Forensic Chemist, November 2011 – May 2014

- Extraction and sample vial preparation for GC/MS analysis of controlled dangerous substances
- Operating GC/MS, GC/FID, and ATR/FTIR for confirmatory testing in accordance with ASCLD-LAB accreditation
- Provide expert testimony in court based on analytical results

Acadiana Criminalistics Laboratory (ACL), New Iberia, LA

Forensic Chemist / Drug Section, February 2009 – November 2011

- Extraction and sample vial preparation for GC/MS analysis of controlled dangerous substances
- Operating GC/MS for confirmatory testing in accordance with FQS-I accreditation
- Daily review of analytical data
- Release of the chain of custody forms and evidence to submitting law enforcement agencies

Kroll Laboratory Specialists, Gretna, LA

Toxicology GC/MS Supervisor, June 2007 – January 2009

- Oversee and train employees according to laboratory SOPs
- Maintain daily QA/QC checks for laboratory instruments and reagents
- Directed all extraction and transcription procedures to obtain quality improvement
- Operating GC/MS for confirmatory testing in accordance with the SAMHSA mandatory guidelines

TEACHING & ADVISING

The University of Oklahoma, Norman, OK (Online)

Adjunct Lecturer – Lean Six Sigma Institute, 2026-present

- Teach Lean Six Sigma methodologies, including the DMAIC (Define, Measure, Analyze, Improve, Control) framework, guiding students in applying concepts to real-world process improvement scenarios.
- Facilitate learning on core Lean and Six Sigma tools such as process mapping, root cause analysis, and data-driven decision-making to improve operational performance.
- Coach and mentor students as they identify and develop process optimization opportunities that enhance efficiency, throughput, and customer satisfaction.
- Guide students in aligning improvement initiatives with business objectives, stakeholder needs, and value stream impact.
- Reinforce the application of Lean principles in leadership and daily operations to support a culture of continuous improvement and operational excellence.

TrineOnline University, Reston, VA (Hybrid/Online)

Graduate Adjunct Faculty – Business Administration, 2025-present

- Teach master's-level Design Thinking coursework, delivering lectures and facilitating applied discussions aligned with engineering management and innovation objectives.
- Design and implement experiential learning activities, case analyses, and project-based assignments that integrate human-centered design principles with real-world engineering and organizational challenges.
- Provide timely, constructive feedback, academic mentoring, and professional guidance to support graduate-level learning and career development.
- Develop, evaluate, and grade assessments while maintaining accurate academic records and managing course content through the university's learning management system.
- Uphold university academic policies and contribute to curriculum quality, student engagement, and program-level learning outcomes.

NMS Labs, Horsham, PA

Continuous Improvement (CI) Framework Trainer & Mentor, 2025

- Developed a Continuous Improvement (CI) framework model and trained 15 CI Champions (one for each department) to lead departmental improvement efforts.
- Facilitated workshops and training sessions for more than 200 laboratory analysts, integrating Toyota Way principles of excellence and Toyota Kata as guiding mechanisms.
- Established measurable outcomes through Key Behavior Indicators (KBI), with staff initiating at least one process improvement per analyst.

NMS Labs, Horsham, PA

Lean Six Sigma White Belt Program Advisor, 2024–2025

- Guided the rollout of a Lean Six Sigma White Belt initiative for 196 employees, ensuring foundational understanding of Lean Six Sigma methodologies.
- Promoted organizational culture shift by building awareness of process improvement concepts and embedding continuous improvement thinking within laboratory operations.

NMS Labs, Horsham, PA

Lean 5S Workshop Facilitator & Trainer, 2024

- Designed and led a mass rollout training initiative on workspace organization using Lean 5S principles for over 200 laboratory staff across 17 departments.
- Conducted hands-on workshops and department-specific training sessions that resulted in immediate time savings within analytical testing workflows.

University of New Orleans, New Orleans, LA

General Chemistry Tutor, Summer - Fall 2006

- Tutored for both General Chemistry I and II
- Taught students both problem-solving skills for handling mathematical and theoretical questions

Millsaps College, Jackson, MS

General Chemistry Teaching Assistant, Spring 2004

- Taught students general kinetic and thermodynamic concepts
- Lead weekly study sessions to help students prepare for exams

Proctored exams and graded homework

Millsaps College, Jackson, MS

Quantitative Analysis Lab Assistant, Spring 2004

- Taught students the importance of stoichiometry, chemical equilibrium and kinetics in analysis
- Instructed students how to comprehend concepts of and perform chemical measurement calibration
- Proctored exams and graded homework

Millsaps College, Jackson, MS

Organic Chemistry Lab Assistant, Spring – Fall 2003

- Taught students basic laboratory safety techniques
- Aided students with different experiments such as: melting point, distillation, extraction, crystallization, filtration, drying organic solutions and chromatography
- Proctored exams and graded homework

Millsaps College, Jackson, MS

General Chemistry Lab Assistant, Summer 2002

- Taught students how to operate common lab instruments: balance, spectrometer, water aspirator and pH meter
- Aided students with experiments demonstrating general concepts in kinetics, solubility, acid-base theory and electrochemistry
- Proctored exams and graded homework

RESEARCH EXPERIENCE

LSU Health Science Center, New Orleans, LA

Research Associate, May 2007 – October 2007

- Operate and analyze samples using a U3000 Nano/Capillary HPLC instrument
- Supervise and train student workers
- Manage lab inventory and supply ordering as well as safety compliance
- Maintain detailed records of experimental data
- Reconcile activity for procurement card account

National Institute of Standards and Technology, Gaithersburg, Maryland

Graduate Research Assistant, Spring – Summer 2006

- Actively participated with the NIST faculty in their microfluidics research
- Became familiarized with the construction of layer-by-layer deposition (PDMS synthesis)

PUBLICATIONS

Journal Articles

- *Quantitation of Bacteria via Capillary Electrophoresis.* Ponder, Stacy; Stone, Geoffrey; Hamburg, Daisy-Malloy; Jones, Bryant; Smith, David; Ward, Timothy; Nevins, Robert. Millsaps College, Jackson, MS. Journal of The Mississippi Academy of Sciences. January 2004.
- *Separation of Bacteria Utilizing Capillary Electrophoresis.* Ward, Timothy; Hamburg, Daisy-Malloy; Jones, Bryant; Ponder, Stacy; Stone, Geoffrey; Smith, David; Nevins, Robert. Millsaps College, Jackson, MS. Journal of The Mississippi Academy of Sciences. January 2003.

PRESENTATIONS

- *Change Management: The 5S's on Creating a Better Workflow for Employees.* Jones, Bryant. Future Labs Live, Philadelphia, PA. October 2024.
- *Designing Laboratories for Teaching and Training: Educational Perspectives.* Jones, Bryant; Shiembob, David; Baoumy, Yousef. Future Labs Live, Philadelphia, PA. October 2024.
- *How to Build Digitization to Optimize Efficiency with Equipment and Space Support.* Jones, Bryant; Barash, Steven; Haworth, Jacob; Rangadass, Vasu. Future Labs Live, Philadelphia, PA. October 2023.
- *Utilizing Miniature Mass Analyzers for Environmental and Chemical Warfare Agent Analysis.* Jones, Bryant. University of New Orleans, New Orleans, LA. November 2006.
- *¹⁴C Dating by the Highly Sensitive Accelerator Mass Spectrometry (AMS) Method.* Jones, Bryant. University of New Orleans, New Orleans, LA. November 2006.

PROFESSIONAL SYMPOSIUMS

- Future Labs Live Conference, October 2024
- Change Management Certification Program, Prosci, September 2024
- World Conference on Quality & Improvement, American Society for Quality (ASQ), May 2024

- Future Labs Live Conference, October 2023
- AU5800 Training Course, Beckman Coulter, September 2019
- Drug Enforcement Administration (DEA), Spring 2010
- Southern Association of Forensic Scientists (SWAFS), Fall 2009
- Clandestine Laboratory Investigating Chemists Association (CLIC), September 2009
- ACL – Field Investigation Drug Officer Training Program (FIDO), February 2009
- Louisiana Association of Forensic Scientists (LAFS), Spring 2009
- Louisiana Association of Scientific Crime Investigators (LASCI), Spring 2009

UNIVERSITY SERVICE

LSU Health Science Center, New Orleans, LA

Research Associate, May 2007 – October 2007

- Contributed to faculty-led biomedical research by operating and analyzing samples with a U3000 Nano/Capillary HPLC instrument.
- Supervised and mentored undergraduate student researchers, guiding them in laboratory techniques, safety protocols, and data analysis.
- Managed laboratory infrastructure through oversight of inventory, supply ordering, and safety compliance to support research continuity.
- Maintained detailed experimental records and reconciled procurement card activity to ensure financial accountability and regulatory compliance.

Millsaps College, Jackson, MS

Student Advisor & Mentor, General and Advanced Chemistry Courses, 2001-2004

- Advised and mentored undergraduate students in General Chemistry, Organic Chemistry, Physical Chemistry, and Quantitative Analysis courses.
- Guided students in mastering laboratory techniques, conceptual understanding, and problem-solving strategies.
- Supported student learning through one-on-one advising, informal mentoring, and supplemental review sessions.

SKILLS

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| • Strategic Leadership and Organizational Development | • Budget Administration and Management |
| • Strategic Resource Deployment | • Process Redesign |
| • Cost Reduction and Avoidance | • Team Building and Leadership |
| • Process Development and Implementation | • Human Resource Development |
| • Talent Recruitment and Selection | • Effective Time Management |
| • Lean Principles and Six Sigma Black Belt | • Production Planning and Scheduling |
| • ADKAR Prosci Change Practitioner | • LMS: Blackboard, Canvas, and Brightspace |

PROFESSIONAL AFFILIATIONS

- Phi Kappa Phi
- Kappa Delta Pi (KDP)
- American Society for Quality (ASQ)
- National Society for Leadership and Success – Sigma Alpha Pi
- Louisiana Association of Forensic Scientists

- Clandestine Laboratory Investigating Chemists
- American Chemical Society

CONTINUING EDUCATION

- Cosmetic Chemistry, Cosmetics and Toiletries Spring 2014
- Drug Chemistry / Toxicology Session, LAFS Spring 2009
- Critical Decision Making, LAFS Spring 2009
- Integrity, Character, & Ethics in Forensic Sciences, LAFS Spring 2009
- Courtroom Testimony for the Novice, LAFS Spring 2009
- Emotional Survival for the Forensic Scientist, LAFS Spring 2009
- Marijuana and Cocaine Field Test Kit Training, FIDO February 2009
- Forensic Mass Spectrometry, West Virginia University July 2009
- Basic Methamphetamine Synthesis, CLIC September 2009
- GC Tips and Tricks, Agilent Technologies Inc., October 2009
- Advanced Structural Elucidation: Spectral Interpretation, SWAFS Fall 2009
- DEA Drug Chemist Workshop: Analytical Considerations, SWAFS Fall 2009
- Advances in Analytical Techniques for Analysis of Drugs of Abuse, SWAFS Fall 2009
- Forensic Microscopy: Polarized Light Microscopy, MRI Spring 2010

COURT QUALIFICATIONS

- October 4, 2016: Prince William County
- March 23, 2016: Prince William County
- January 28, 2016: Fauquier County
- February 26, 2013: Tarrant County
- September 26, 2012: Tarrant County
- August 17, 2011: Lafayette Parish
- February 08, 2011: US Federal Court
- February 01, 2011: US Federal Court
- June 18, 2010: St. Mary Parish

REFERENCES

Damian Dunbar, D.B.A.

Lead Dissertation Faculty Mentor, Marymount University
(315) 767-9235
ddunbar@marymount.edu

Romeo Solano, Ph.D.

CEO/Founder, Solano Scientific
(972) 768-2381
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Ben Arrey, Ph.D.

Scientist/Director, Northern Virginia Technology Council
(571) 232-4250
Arrey01@yahoo.com