

# Miguel Ángel Rodríguez Anticona

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**Industrial Engineer** with outstanding mention in the PUCP and Master Candidate in Industrial Engineering with a major in Operations Management for the PUCP. Passionate process and innovation with 6 years of experience applying Lean Six Sigma, Kaizen, Operational Research, BPM and Agile Methodologies in Banks, Insurers, Clinics, Metalworking and Humanitarian Logistics Projects. Bilingual in World Process Improvement Congresses, long-term disciplined cyclist and adventurer of unexplored routes.

## WORK EXPERIENCE

### BCP – Top 1 Bank in Perú

#### Deputy Manager of IT Process

Octubre 2017 – Abril 2018

- I directed a multi-area team on improvements to the Software Release process, applying agile methodologies
- I developed thw workshops for the new version of BCP's Business Analyst.

#### Business Consultant

Febrero 2017 – Actualmente

- The current hospital supply was analyzed with PAHO and the gap in the supply of hospital beds (avg 25 643) and operating rooms (avg 2 345) necessary for the injured from a strong earthquake was estimated probabilistically.

### Rimac Seguros – Top 1 Insurance in Perú

#### Senior Process Analyst

Noviembre 2014 – Enero 2017

- Supervised and implemented the integration of systems Marsh – Rehder and Rimac for the transfer of information of the insured in order to automate the issuance of policies
- Developed the procedure of the development methodology and implementation of products based on the PMBOK
- Implemented and designed a new process of rapid release aimed at small insurance brokers, so that they can have their vehicle policies in 15 minutes.
- Prepared the Scorecard Balance of the collection area.
- Improved the overall SLA of health operations by reducing them by 47%.

### Pacífico Seguros – Top 2 Insurance in Perú

#### Process Analyst

Abril 2013 – Septiembre 2014

- Reengineering of the processes in the following areas: Commercial, Conventions, Issue and Subscription, reducing the time of integral service of the value chain from 2 weeks to 4 days and minimizing errors from 18% to 6% in the shaping of plans.
- Design and Implementation of a Workflow for the process of communication between medical and administrative auditing, as well as the development of functional study and monitoring the development of high and low income affiliate through a Web page
- Reduction of service time from five days to two days for the emission of letters of reference to Essalud. Redistribution of doctors in the clinics in Lima and Province
- Designed the administrative process of surgery, reducing the time of preoperative tests from 5 to 2days, therefore reducing the absence of patients to their programed surgeries from 15 to 3%,increasing the efficiency of the operating room.

## **Ransa- Top 1 Logistic company in Perú**

**Project Analyst**

**Marzo 2012 - Marzo 2013**

- Reducing overtime and eliminating night operations in the service of settlement of bills in Pacific Insurance, generating a saving of S / .300,000 per year with the implementation of a reengineering of the process.

## **BACHELLOR AND MASTER**

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Industrial Engineer - PUCP

**Candidate to Industrial Engineer - PUCP. En Proceso**

## **SPECIALIZATIONS AND DIPLOMATS**

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Specialization in Project Management – Universidad California en Irvine

Specialization in Business Analytics con Excel, SQL y TABLEAU – Duke University

Diplomat in Quality Management ISO 9001 – Politécnica de Colombia

## **CURSOS**

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Process Mining – Universidad Técnica de Eindhoven

Process Improvement – Universidad de Illinois Urbana-Champaign

Lean Kanban Design – Lean Kanban University

Leadership – École des Hautes Études Commerciales de Paris

Data Analytics for Lean Six Sigma – University of Amsterdam

## **PUBLISHED INVESTIGATIONS AND CONFERENCES AS A SPEAKER**

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[Estimation of the demand for hospital care after a possible high-magnitude earthquake in the city of Lima, Peru](#)

[Analysis of an evacuation plan after an earthquake in El Progreso sector at Carabayllo](#) district – **Ponente** en Latin American and Caribbean Consortium of Engineering Institutions LACCEI 2018

[Propuesta de Mejora en la producción de acero costillas de acero para el sostenimiento de túneles mediante el uso del algoritmo de corte unidimensional](#) - Tesis de titulación con mención sobresaliente

[A proposal of improvement in the production of Steel ribs for the support of tunnels using one dimensional cutting algorithm](#) - **Ponente** en INFORMS 2018 Phoenix – USA.

## **LANGUAGES**

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- English Advance Level – Idiomas Católica.
- French Basic Level – Alianza Francesa

## **Otras Actividades**

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- Researcher member of Grupo para el manejo de Crisis y Desastres
- Teacher Assistant in PUCP en Simulation, Logística, Finanzas e O.R.
- Cyclist member of Club Lima-Bike.

