

**Demarche Consulting Group – Dr. Linda Paralez****PHILOSOPHY STATEMENT**

My consulting experience and focus is about making workplaces better places to be. Working primarily in the public sector, I focus on practicing and teaching a compassionate approach to change, helping organizations succeed by engaging, enlisting, and enabling their people.

Using expertise in the science and economics of business process design, I've been nationally recognized for work in solving complex organizational process challenges in strategic planning, business process analysis and redesign, financial planning and audits, fee analysis and cost assessment, technology gap assessment and implementation, education strategy development and deployment, performance management and measurement design.

**AREAS OF EXPERTISE/RESULTS**

- Business process improvement
- Strategic planning
- Benchmarking research/studies
- Fee and funding studies
- Lean and Six Sigma training and implementation
- Change management
- Organizational assessment
- Technology gap analysis and assessment

**EXPERIENCE / SELECTED PROJECTS**

- Design and lead multi-project focus on internal controls improvements for Seattle Public Utilities Customer Service Branch, including policy and procedure review, audit assessment and response, and implementation and training of standard operating protocol.
- Redesign consolidated funding application process for Oregon Housing and Community Services to streamline simplify and radically improve scoring and evaluation criteria/assessment tools.
- Develop e-governance strategy and capabilities for building and land use permitting functions for City of Tacoma, leveraging City-wide enterprise system, improve service levels, reduce paper, and transition to a fee-based financial structure.
- Optimize tasks of Seattle Public Utilities Solid Waste Inspectors to create enhanced value-add, improved customer responsiveness, and dashboard metrics.
- Design of capital planning model for Seattle Public Utilities that identifies resource capacity and capability required for design stages (soft costs) so as to improve forecasts and rate requests needed for funding models.

**CREDENTIALS**

- PhD, Business and Technology Management, Century University, New Mexico
- MBA, Economics and Management, Century University, California
- BS, Civil Engineering, West Texas State University
- Instructor, Finance and Management, University of Phoenix, Salt Lake City
- Adjunct faculty, Weber State College, Ogden, Utah

**SELECTED CLIENTS**

- Cities of Seattle, Tacoma, Shoreline, Bainbridge Island, Lynnwood, Des Moines and Woodinville
- Puget Sound Energy
- Portland Water Bureau
- States of Washington, Oregon, and Utah
- Sammamish Plateau Water and Sewer District
- Snohomish County Planning & Development

Contact the Alliance at 206-616-8461 OR [alliance@u.washington.edu](mailto:alliance@u.washington.edu).