

# Application Form

## Profile

Bruce \_\_\_\_\_ W \_\_\_\_\_ Wills \_\_\_\_\_  
First Name Middle Initial Last Name

420 NE Deep Water Cove \_\_\_\_\_  
Home Address

Port St. Lucie \_\_\_\_\_ FL \_\_\_\_\_ 34983 \_\_\_\_\_  
City State Postal Code

bwwills@gmail.com \_\_\_\_\_  
Email Address

**What district do you live in? <http://www.cityofpsl.com/districts> \***

District 1

Mobile: (954) 205-5387 \_\_\_\_\_  
Primary Phone Alternate Phone

### Retired?

Yes  No

N/A \_\_\_\_\_ Process Improvement Analyst \_\_\_\_\_ Process Improvement Analyst \_\_\_\_\_  
Employer Job Title Occupation

### Which Boards would you like to apply for?

Solid Waste Task Force: For Review

### Were you nominated or recommended to apply by the Mayor or a Councilmember?

Yes  No

### Please Agree with the Following Statement

I have read and guarantee that I meet all the requirements for board service.

I Agree

## Interests & Experiences

### Why are you interested in serving on a board or committee?

Because I have expertise and training that will benefit the task force in its mission.

## Why do you think you are qualified to serve on this board or committee?

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I have an MBA in Process Improvement & I'm a former Six Sigma Black Belt with experience in the recycling industry.

## Brief description of Education & Experience

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Served 24 years in the US Air Force as an intelligence network analyst with extensive counterterrorism and counternarcotics experience. Also a personnel manager and curriculum developer. Received Master of Business Administration with a concentration in Process Improvement (Lean, Six Sigma, etc.). Designed and implemented a master training plan at a publicly-traded company's Materials Recovery Facility (MRF) in Florida. Plan was adapted for the company's MRFs throughout the state. Mitigated major employee retention problem at the MRF. Results: Reduced temporary employee turnover by 70%; decreased overtime labor costs by 50%. Analyzed major food/beverage distributor's operations in Miramar FL. Recommended resources be consolidated and realigned. Result: Estimated savings for the company of \$5M.

[B.Wills.20170904.ChronologicalResume\\_.pdf](#)

Upload a Resume

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## Demographics

### Ethnicity

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Caucasian/Non-Hispanic

### Gender

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Male

06/06/1962

Date of Birth

**Do you now serve on any City Board, Committee or other Governmental Board or Committee? (NOTE: You cannot serve on more than one Board or Committee within the City of Port St. Lucie during the same time period.)**

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Yes  No

### Are you a registered voter?

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Yes  No

### How long have you been a City resident?

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3 years

### Have you attended the City University classes?

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Yes  No

**Are you a United States Citizen?**

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Yes  No

**Are you presently employed by the City of Port St. Lucie?**

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Yes  No

**Are you a current or former law enforcement officer, other employee\* or the spouse or child of one who is exempt from public records disclosure under FS 119.07?**

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Yes  No

**Have you ever been convicted of a crime, pled guilty or no contest to a criminal charge, or entered into an agreement setting forth the terms leading to the reduction or dismissal of the charges?**

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Yes  No

**Please Agree with the Following Statement**

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**I agree that all of my answers are truthful and accurate to the best of my ability. I understand that if I have falsified any information my application will be withdrawn and I will not be considered for appointment.**

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I Agree

# Bruce W. Wills, MBA, CSSBB

Lauderdale by the Sea, Florida  
(954) 205-5387 • [bwwills@gmail.com](mailto:bwwills@gmail.com)

## SUMMARY

Master communicator—exceptional manager, analyst, listener, trainer, writer, and editor looking for a mutually beneficial long-term career renaissance.

## SKILLS

- Lean/Six Sigma
- Gap Analysis
- Problem Solving
- Team Building
- Change Management
- Mentoring
- SigmaXL
- Microsoft Excel
- Root Cause Analysis
- Trend Analysis
- Technical Writing
- Personnel Management
- Project Management
- Leadership
- Coaching
- Microsoft Access

## CERTIFICATION & EDUCATION

### Certified Six Sigma Black Belt (CSSBB)

**2017**

*American Society for Quality*

### Master of Business Administration

*Process Improvement*

**2016**

*Nova Southeastern University*

### Bachelor of Science

*Business Administration*

**2011**

*Grantham University*

### Associate of Applied Science

*Curriculum Management*

**1996**

*Community College of the Air Force*

### Associate of Applied Science

*Network Intelligence Analysis*

**1990**

*Community College of the Air Force*

## PROFESSIONAL EXPERIENCE

### Self-Employed

#### **Process Improvement Analyst**

*Breakthru Beverage Group*

- Identified distribution bottlenecks. Offered resource and personnel realignments. Result: \$5M annual savings.
- Created master training plan adopted as training blueprint for numerous single-stream recycling facilities state-wide standardizing work and defining a path to potential promotion. Result: Employee training requests increased 1000%.
- Designed training database which defined skill-level certification and facilitated cross-training, enabling managers to quickly fill critical short- or no-notice vacancies with employees already on site. Results: Reduced temporary employee turnover by 70%; decreased overtime labor costs by 50%.

*Nova Southeastern University*

- Mapped current-state process flow to identify process bottlenecks and handoff slack.
- Targeted sub-processes with most improvement potential and rectified internal goal and measurement inconsistencies. Result: Response time compressed by 75%.
- Mapped desired-state workflow to document process improvements and to anchor new standard operating procedures.
- Implemented process changes incrementally to avoid radical departures and to maintain process control.
- Modeled the new process changes across the four-person team to reflect reduced workload in key area. Result: Reduced database management labor costs by 15% annually.

**Fort Lauderdale, FL**

**Jul 2014 – Present**

**U.S. Missile Defense Agency**  
***Intelligence Analyst***

**Fort Belvoir, VA**  
**Jul 2013 – Jul 2014**

Civil servant responsible for managing two major intelligence portfolios within a matrix organization.

- First Agency analyst selected for training by inter-agency Open Source Intelligence subject matter expert. Result: Revitalized Open Source Intelligence portfolio providing the Agency more complete situational awareness.
- Refocused International Affairs Directorate's intelligence portfolio on information critical to the Agency's Foreign Military Sales. Result: Agency negotiators avoided pitfalls and capitalized on opportunities in multilateral negotiations.
- Isolated patterns and anomalous events in foreign missile development that gave foreign military sales negotiators advanced knowledge of potential pitfalls in multilateral discussions.
- Provided feedback to intelligence producers on over 200 intelligence reports of interest to the missile defense community. Result: 850% increase over the prior year.

**Chenega Federal Systems, Mantech Int'l, Lockheed Martin**  
***Intelligence Analyst/Site Manager***

**Guantanamo Bay, Cuba**  
**Apr 2012 – Apr 2013**

- Managed all on-site Human Resources functions: recruiting, hiring, firing, performance management, pay & bonuses.
- Directly responsible for \$250K annual travel, training, and bonus budget for \$14.5M government contract.
- Audited group performance against contract service level agreements. Maximized nine-person team's production.
- Identified intelligence gaps and exploited unique sources to obtain missing information. Result: Reporting effectiveness increased by 48%.
- Collaborated with client to establish vision and goals through clear bi-directional communication of expectations.
- Procured technology resources to optimize production by proactively communicating user stories to business owners.
- Eliminated ambiguity in service level agreements for optimal first-time yield through collaborative client relationship with open communications and agreement on services-oriented results. Result: First-time defects reduced by 65%.
- Mapped current team workflow to identify production process bottlenecks and lagging handoffs to optimize team's productivity. Result: Production effectiveness improved 15% year over year.
- Annually assessed selected detainees by reviewing archived files and by data-mining classified and unclassified sources for new information. Result: Influenced U.S. government decision regarding detainees' disposition.

**Austin Info Systems**  
***Technical Writer II***

**Austin, TX**  
**Jan 2005 – Apr 2005**

Hired to produce on-line software user manuals for applications destined for military and law enforcement personnel.

- Translated user requirements into technical solutions to derive business value.
- Simplified technical language by collaborating with developers and test team to guarantee a clear understanding.
- Created high-quality, easily-understood documents tailored for use in the brain-fog of combat situations.

**U.S. Air Force**  
***Intelligence Analyst, Operations Manager, Strategic Planner, Personnel Manager, Academic Instructor, Training Manager, Curriculum Developer***

**Aug 1981 – Feb 2005**

(Air Force experience details omitted for brevity. Information available upon request.)