

Alexandra Lange



Alexandra (Alex) Lange brings 17 years experience with a varied background that includes operations, quality, and executive management. Alex's exceptional ability to lead cross-functional teams within an organization on large-scale projects has proven to be her greatest asset. Projects are delivered on time and within budget consistently under her oversight, saving organizations hundreds of thousands of dollars.

Alex began her career in the mortgage-servicing industry with Chase Manhattan's mortgage division. During her 6-year tenure, she gained extensive operations management experience in a customer-driven back office environment. In 1991, Alex received advanced training in Total Quality Management (TQM), at that time, the leading-edge process improvement methodology that focused on "exceeding customer expectations." This training gave Alex the foundation to successfully perform workflow analysis and process reengineering studies, leading to substantial productivity and morale gains throughout the organization. In response to rapidly changing government regulations and auditor findings, Alex was assigned to the National Standards and Procedures Department to document all mortgage servicing department policies and procedures.

In 1997, Alex joined Cybertek Corporation. This move provided Alex with her initial venture into the world of technology, working with clients to design new mortgage origination software functionality, from the analysis phase through systems training and implementation. Alex used her business acumen of the mortgage industry and combined it with the analytical techniques gained in her quality training to revolutionize the electronic funding process.

For the past six years, Alex applied her operations and technical expertise to the Human Resource outsourcing industry. Her first position with EPIX was as Director of Special Projects, acting as an internal consultant and overseeing corporate-level projects including:

- Implementation of a web-based employee and manager self-service HRMS application.
- Spearheading bid for State of Florida HR outsourcing resulting in a third place ranking for EPIX out of twenty original respondents and four finalists.
- Conversion from paper document storage to electronic capture of reports and paper forms via a document imaging/report repository system reducing costs by over \$900,000 over 4 years.
- Selection and installation of an advanced corporate-wide telephony solution.

It was her steadfast pursuit of the State of Florida outsourcing bid that led to Alex's promotion to VP of Quality and Compliance, a role created to provide executive-level oversight of all quality initiatives related to systems, processes, and people.

Alex joined Infinity Consulting and Training, Inc. in January 2004 in the capacity of Sr. Vice President. Infinity Consulting and Training provides executive-level business management services.

You can contact Alex Lange at 813-948-9292 or via e-mail at adlinfinity@aol.com.