

# Mark Takayesu

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## CURRICULUM VITAE

### PROFESSIONAL EXPERIENCE

**County of Orange Department of Child Support Services** – Santa Ana, CA  
County government agency responsible for the collection and distribution of child support throughout the county.

Manager – Research and Reports 2002 –present

- Specializing in solution oriented analysis of child support data to improve collections and maintain quality assurance.
- Specializing in improving business outcomes, data analysis tools, six-sigma tools, return on investment, quality improvement.
- Specializing in reducing cycle time, implementation of process improvement strategies to obtain maximum business performance.
- Analyzes child support program for legislative impact and policy decision making for federal, state, and county government.

**PacifiCare of California**, Cypress, CA.  
HMO Health Plan Provider

Principal Call Center Analyst 2000-2002

- Specialized in analysis of call center trends and patterns to establish best practices for customer service within the call center.
- Analyzed relationships between customer needs, agent performance, staffing, and budget to maximize customer satisfaction.
- Developed analytical tools for call center managers to make effective management decisions for their staff.

**CORE, INC-** Irvine, CA.

An independent, national provider of employee absence and disability management services covering short and long term disability, worker's compensation. Also provides analytic consulting services for Fortune 500 corporations to improve cost effectiveness and health care utilization.

Manager and Lead Analyst, 1990 - 1999

- Responsible for leading teams of analysts to develop health care and disability outcomes research projects pertaining to effective utilization of managed care programs, work absenteeism management, employee productivity.
- Industry expert in utilization and cost analysis.
- Specializing in statistical analyses of physician practice profiles, health care plan outcomes (i.e. PPO vs. Standard Plan) employer differences in health care benchmarks.
- Specialized in increasing employee productivity through evaluating employee absenteeism trends, and providing solutions to decrease absenteeism.

## EDUCATION

**California State University Long Beach** , Long Beach, CA 1990  
Master of Arts Psychology  
Thesis: "Differences Between Elderly and Young Adults in the Cohesiveness of Written Expository Prose"

**California State University Long Beach**, Long Beach, CA 1987  
Bachelor of Arts – Research Psychology  
Honor's Thesis: Lexical and Semantic Processing in Dyslexia and Normal Adults

## EXPERTISE

### **Research and Analytic Methods**

- 1) Basic Statistics  
frequency, mean, mode, variation, correlation, testing significance (t, chi, etc.)
- 2) Utilization Metric/Measurement Development  
prevalence, incidence, duration, cost
- 3) Sampling Methodology  
random, stratified
- 4) Analytic Techniques  
trending, benchmarking, comparative analysis, estimation, simulation
- 5) Econometrics and Modeling  
Analysis of Variance, simple and multivariate regression models
- 6) Impact and Program Studies  
baseline studies, pre and post program impact, optimization
- 7) Data Mining Techniques  
Statistics and regression, clustering
- 8) Six Sigma Tools
- 9) SAS Software  
Data manipulation, Data Mining, Applied Statistics

### **Application Software**

SAS, MS-WORD, MS-EXCEL, MS-POWERPOINT

## PROFESSIONAL ASSOCIATIONS

**California Child Support Director's Association**  
Research Committee Vice Chair

**Child Services Coordination Committee**  
Contributor to the Annual Report on the Conditions of Children in Orange County

## PUBLICATIONS

Ellis, R., Takayesu, M. (1995) ADM Treatment, Health Plan Payments, and Work Disability in a Large Private Employer. Research paper prepared under contract for the National Institute of Drug Abuse. October 1995.

Takayesu M (1997) Lexical and Semantic Processing in Dyslexics and Normal Adults. Pathways to Success. Howard University Press, Edited by Lloyd Sloan and B. Starr 1997.

Takayesu, M., and Jones, R., (2009) "Orange County, CA, Studies Payments by Credit Card as Child Support Collections Increase, *Child Support Report*, Federal Office of Child Support Enforcement, Volume 31, No. 4 (April 2009).

Takayesu, M.I. & Eldred, S.C. (2011). "How Do Child Support Orders Affect Payments and Compliance." <http://www.csdaca.org/archive.aspx>

## AWARDS

Outstanding Individual Achievement Award (Technical/Line Staff); September 2011; Child Support Director's Association of California. [www.csdaca.org](http://www.csdaca.org).

2010 Commitment to Excellence Award Presented to Research and Reports Unit of Orange County, CA

Toastmasters Division A International Speech Contest First Place Spring, 2009

Toastmasters Area A1 International Speech Contest First Place Spring, 2009