



Gerard Pappa

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Gerard is a certified Lean Six Sigma Master Black Belt (LSS MBB) with a B.A. degree in political science from the University of Cincinnati and an M.A. degree in hospitality management from the University of Maryland University College. He has over 25 years of customer service, strategic planning and business process improvement (BPI) experience in hospitality, retail, IT, health care, and pension industries. Currently employed by Linea Solutions as a BPI specialist, Gerard collaborates with clients to identify, train, and implement process improvements and strategies to create an organizational framework for continuous improvement. Gerard relishes the opportunity to tackle challenges with a focus on innovation, efficiency, and quality by leveraging Lean Six Sigma and other best practice methodologies. Gerard is married with three children and resides in Arlington, Virginia.