

# Michelle L. Martin

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## PROFESSIONAL PROFILE

Accomplished Strategic Programs Manager with expertise in the program life cycle including creating, developing and implementing programs for Fortune 500 companies in the technology industry. Proactively manages risks, organizes, plans and directs program schedules, and budgets ensuring scope, milestones, risks and decisions are communicated. Managed cross-functional local teams with as many as six direct reports and 100 employees offshore and onshore. Successfully drove global deployment onboarding of complex products and services driving up to \$12M Monthly Revenue and \$17M in non-recurring revenue annually. Led deployments that increased non-recurring revenue of up to \$7M annually and increased productivity by up to 10%. Supported a diverse portfolio of products and services with a focus on large complex program across multiple lines of business including global programs.

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## WORK EXPERIENCE

### Lumen Technology

DIRECTOR SERVICE DELIVERY/Global Implementation September 2013 - May 2024

- With an intense focus on exceeding goals, my area of expertise included serving as a trusted partner, by leading strategic programs for internal and external stakeholders. This fast paced, change-oriented environment is known as one of the company's corporate key strategic growth areas
- Led the largest most complex programs in the Global Enterprise Business Unit. Governance/Program management focused on internal strategic programs and external deployment of Products & Services
- Collaborated across stakeholders identifying effective strategies to organize, plan and deploy programs
- Developed/implemented a series of continuous improvement initiatives ensuring cost, quality and customer satisfaction goals were achieved
- Enhanced non-recurring revenue of up to \$7M annually, increased Individual Contributor productivity by up to 10% and contributed to the highest customer satisfaction/ Net Promoter Scores (NPS) in Business Unit history
- Created and communicated regular project milestones, risks, changes and key deliverables, operational performance dashboards at both a project level and business level for weekly updates to the Executive Sponsors (Cross-functional teams, Senior Vice President, Project Owners)
- Improved program management tools and standard processes. Drove a transformational and cultural change in the business unit. This included creating /updating policies and procedures, updating Program Manager tools and performing/coordinating training for overall cross-functional business unit team of up to 160 employees

## **APPOINTED ASSIGNMENT**

Centurylink Telecommunications U.S. Operations 2009 – 2013

- Supported the Centralized Operations Division (3,000 + Employees)
- Advised the CEO/COO/Executive Board during the development, communication and implementation led the integration of the systems/processes of Embarq with CenturyTel. This was a multi-year system conversion project that encompassed converting hardware and software for five million customers in 18 states for Infrastructure Optimization
- Collaborated with executive team to translate strategy into business initiatives and service offerings. Ensured results for large scale, long-term programs in complex and diverse environments. Prepared and presented weekly updates to the CEO/COO/Executive Board
- Served as an Executive point of contact for escalations
- Provided a clear vision and direction for multiple projects and programs. Ensured that each member of team receives mentoring and an open door policy when it comes to feedback, escalations and on-going support and guidance

## **GENERAL MANAGER U.S. OPERATIONS**

Embarq Telecommunications 2006- 2009

- Led division-wide strategic planning efforts of this \$2.8B Division
- Partnered with cross-functional teams to identify, develop, implement, and track opportunities to streamline, re-engineer, simplify and improve the customer experience. Utilized my financial acumen and business strategy expertise to make and/or recommend business initiatives
- Partnered with Sales, IT and Finance to lead multiple plans to drive improvements for the customer support call center; New technology projects, included implementing software /hardware. Tracked and monitored success rate; delivering a savings of \$15M over three years
- Built from scratch, a Process Improvement Implementation Team driving the way the company selected reviewed and approved projects. Accelerated approximately 300 projects (products and processes) in three years. Recommended system improvements and implemented change
  - Monitor and present all performance metrics: cost, schedule, and scope management
  - Worked closely with the finance department to track results; team was able to validate \$30M in cost savings over a three year time-frame
- Worked closely with the front-line employees and customers to identify process improvement opportunities. Facilitated focus groups to identify process improvement opportunities
- Oversaw core business and operational development functions supporting the consumer business unit's \$2.8B annual revenue stream and 4 million customers. Responsibilities included: support of Call Center Operations (voice technologies, software enhancements and quality tools for call center agents), capital and expense planning, new product initiatives, business improvements, business case development & analysis, and company-wide system-access

## **EDUCATION/ Certifications**

Masters in Business Administration, Baker University

Bachelors of Liberal Arts and Science, Sociology, University of Kansas

Dare to Lead, Brene Brown Certificate

Six Sigma Certificate

Project Management Certificate, University of Dallas