

MICHAEL MICHIE

GLOBAL EXECUTIVE: CUSTOMER SUCCESS | IT & BUSINESS TRANSFORMATION

TOTAL SOLUTION DESIGN & DELIVERY FOR SUPERLATIVE CUSTOMER EXPERIENCES & INCREASED PROFITABILITY

Global executive and change agent who leads best-in-class customer-centric organizations to outperform service and profitability goals. Motivational communicator skilled at setting strategic direction, garnering cross-functional support, and leading flawless execution in complex business environments. Full Spanish fluency.



Multi-faceted leader with record of excellence directing technology functions and steering high-performing service delivery, business development, and marketing organizations. Adept at harnessing the power of technology to solve business problems and reach new heights of efficiency and productivity.

Trusted advisor to C-level clients and internal partners with strong aptitude for building and leading gold-standard service delivery, project management, and technical teams to exceed client expectations.

Executive Summary

- ☑ Sold and delivered \$120M+ Consulting and Professional Services engagements covering strategic consulting, business plans, go-to-market strategies, customer experience optimization, and Digital transformations for tier 0 and tier 1 telecom companies in the Americas and Asia - Pacific
- ☑ Increased average deal size from ~\$10M to \$50M+ for a NA solution provider through reimagined engagement strategy to position as a total solution provider capable of managing increasingly complex programs focused on customer business needs across product lines and services portfolios
- ☑ Sold and established ~ \$500M in new Managed Services contracts throughout the globe for a \$4.3B software and services provider.
- ☑ Created a Customer Success organization for a Digital Engagement company that has doubled annual revenue in 2023 and is on track to double again in 2024.
- ☑ Transformed 5 independent delivery organizations into a unified Customer Success team for a \$1.2B+ global technology corporation and created the company's first-ever shared methodology, tools, and engagement process.
- ☑ Architected a tier 1 operator's first-ever multi-channel customer experience strategy and technology roadmap then drove Customer Experience Strategy projects with annual value of ~\$70M in reduced costs, reduced churn, and increased revenue.

Signature Strengths

Strategic Planning & Execution | P&L Management | Revenue Growth | Profitability Improvements

Customer Success | Operations Management | Talent/Organization Development

Professional Overview

Chief Customer Officer	AwareX
VP, Global Head of Delivery	CSG
VP, Managed Services Business Development	Amdocs
VP, Consulting and Professional Services, Americas	Amdocs
Strategy Consulting Partner	BusinessEdge Consulting
Head of Customer Experience Technology	Sprint PCS



Contact Information: +1 (913) 485-6372 | mbmcommconsulting@gmail.com | [Michael Michie](#) | [LinkedIn](#)
