

# Industry Experience

## Verizon (20+ years)

Prior to transitioning into full-time higher education instruction, I spent more than twenty years working in corporate operations and strategic process improvement with Verizon. During my tenure from 2004 to 2025, I served primarily as an Operations Consultant, where I led large-scale operational improvement initiatives designed to enhance efficiency, improve service quality, and support organizational performance across multiple departments.

My work focused heavily on process improvement, project management, quality assurance, and employee development within large-scale call center and operational environments. I evaluated operational workflows, identified inefficiencies, and implemented data-driven solutions that improved productivity and reduced operational costs. This work often involved analyzing large operational datasets to identify performance trends, root causes of operational issues, and opportunities for continuous improvement.

As part of my responsibilities, I facilitated cross-functional collaboration among operational leaders, technology teams, and frontline employees to implement new processes and system enhancements. I frequently conducted process mapping workshops and root cause analysis sessions with operations teams to diagnose operational challenges and develop targeted improvement plans. These initiatives supported the implementation of performance metrics, dashboards, and reporting tools used to monitor service quality and operational performance. In addition to process improvement work, I played a key role in project management and strategic initiative delivery. I managed project lifecycles that included scope definition, planning, stakeholder communication, implementation, and post-project evaluation. Utilizing Agile project management tools such as JIRA, I developed user stories, tracked deliverables, and coordinated project activities across multiple departments. I regularly collaborated with leadership teams to align project outcomes with organizational goals and performance metrics.

My industry experience also includes extensive work in training and workforce development. I traveled to multiple call centers across the United States to deliver training programs that supported new employee onboarding, operational process implementation, and customer service performance improvement. These efforts included developing instructional materials, facilitating workshops, and providing coaching to frontline employees and supervisors to improve service delivery and operational effectiveness.

Earlier in my career at Verizon, I also served in supervisory and quality assurance roles, where I monitored employee performance, conducted quality audits, and evaluated customer service interactions to ensure compliance with organizational standards. I provided coaching and mentoring to employees and supervisors, conducted performance evaluations, and supported operational leadership in implementing performance improvement strategies.

Throughout my industry career, I applied structured methodologies supported by professional certifications including Project Management Professional (PMP), Lean Six Sigma Black Belt, and Certified Scrum Master. These frameworks allowed me to guide teams through complex

operational challenges using data-driven decision-making, structured problem solving, and continuous improvement strategies.

Today, this extensive industry background directly informs my teaching practice. By integrating real-world business scenarios, operational case studies, and project management frameworks into the classroom, I help students connect theoretical concepts with practical applications. My corporate experience enables me to provide students with insight into how leadership, analytics, project management, and operational strategy function within large organizations, preparing them for the expectations of modern business environments.