

Dr. Ronnie B. Milam

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EDUCATION

DOCTOR of EXECUTIVE LEADERSHIP

August 2024

University of Charleston, *Charleston, West Virginia*

Dissertation Topic: Understanding Communication Used to Engage Virtual Employees by Introverted Project Manager Leaders

MASTER of EDUCATION, Curriculum and Instruction

March 2026

Concentration: Adult Education

Louisiana State University, *Shreveport, Louisiana*

MASTER of SCIENCE, Business Analytics

July 2020

University of North Carolina at Wilmington, *Wilmington, North Carolina*

MASTER of Business Administration

March 2013

Concentration: Project Management

Strayer University, *Herndon, Virginia*

TEACHING EXPERIENCE

Cape Fear Community College

Wilmington, North Carolina

Public, comprehensive community college within the North Carolina Community College System located in Wilmington, NC, serving coastal southeastern North Carolina with an enrollment of approximately 20,000+ curriculum and continuing education students. Known for workforce-focused associate degree programs and technical training in areas such as healthcare, film and television production, business, skilled trades, public safety, and marine technology.

Part-time Instructor

September 2024-present

- Design and deliver comprehensive curriculum for courses including business administration, operations management, marketing, and project management.
- Develop engaging instructional materials, assessments, and learning activities aligned with program outcomes and industry standards.
- Utilize diverse pedagogical approaches including case studies, group projects, and experiential learning to enhance student engagement.
- Maintain accurate records of student attendance, performance, and progress while providing constructive feedback and mentorship.
- Foster an inclusive learning environment that promotes critical thinking, ethical reasoning, and professional development.

Adrian College

Adrian, Michigan

Private, liberal arts college in Adrian, Michigan with an enrollment of approximately 1,800 undergraduate students. Known for programs in business, education, criminal justice, health sciences, and a strong athletics tradition with numerous NCAA Division III teams.

Part-time Instructor

July 2025-present

- Deliver comprehensive curriculum for project management courses within an online instructional setting.
- Maintain accurate records of student attendance, performance, and progress while providing constructive feedback and mentorship.
- Foster an inclusive learning environment that promotes critical thinking, ethical reasoning, and professional development.

Bladen Community College

Dublin, North Carolina

Public, rural community college within the North Carolina Community College System located in Dublin, North Carolina, serving Bladen County and surrounding southeastern North Carolina communities with an enrollment of several thousand curriculum and continuing education students. Known for workforce-focused associate degree and technical programs in healthcare, business, industrial systems technology, public safety, and college transfer pathways.

Part-time Instructor

2003-2004

- Planned and delivered curriculum for Medical Terminology and Coding & Billing certification programs.
- Created supplemental learning materials and assessments to support diverse learning styles and student success.
- Maintained comprehensive records of student attendance and performance metrics.
- Provided academic advising and career guidance to students pursuing healthcare administration careers.

SUBJECT AREAS

Business Administration | Operations Management | Marketing | Project Management | Business Analytics |
Organizational Leadership | Principles of Management | Advertising and Sales Promotion |
Basic PC Literacy | Marketing Research | Consumer Behavior

INDUSTRY EXPERIENCE

Verizon

■ Operations Consultant

2004-2025

- Led strategic process improvement initiatives across multiple operational departments to increase efficiency, reduce costs, and improve customer experience.
- Utilized Lean Six Sigma methodologies to identify operational gaps, streamline workflows, and implement sustainable process improvements.
- Analyzed large operational datasets to identify performance trends, root causes, and improvement opportunities.
- Traveled to other call centers in the US and delivered employee training programs, supporting new hire onboarding, operational processes, and customer service performance.
- Developed instructional materials and facilitated both in-person and virtual training sessions to improve employee competency and productivity.
- Developed business cases and performance reports to support decision-making and operational investments.
- Facilitated process mapping and root cause analysis sessions with operations teams to identify inefficiencies and develop improvement plans.
- Served as a subject matter expert for operational performance initiatives, advising leadership on best practices and optimization strategies.
- Led cross-functional meetings and workshops to drive alignment and ensure timely delivery of key initiatives.
- Implemented performance metrics and dashboards to monitor operational productivity and service quality.
- Supported organizational change initiatives by developing training materials and guiding teams through new operational processes.
- Collaborated with technology teams to translate business needs into technical requirements for system enhancements.

- Project Management
 - Managed end-to-end project lifecycles, including scope development, planning, stakeholder communication, implementation, and post-implementation review.
 - Created and managed JIRA user stories and project documentation to support Agile project workflows.
 - Applied Project Management Professional (PMP) methodologies to manage project scope, risks, and deliverables.
 - Coordinated with stakeholders across multiple departments to define project requirements, objectives, and success metrics.
 - Monitored project performance through key performance indicators (KPIs), status reports, and milestone reviews.
 - Managed project risks by conducting risk assessments, mitigation planning, and issue resolution strategies.
 - Created and maintained project documentation, including project charters, work breakdown structures, and project schedules.
 - Utilized project management software and collaboration tools to track project milestones and team performance.
 - Collaborated with operational leaders to align project outcomes with business strategy and performance goals.
 - Conducted post-project evaluations and lessons-learned reviews to improve future project delivery.
- Quality Assurance
 - Evaluated operational processes and customer interactions to ensure compliance with organizational quality standards and performance metrics.
 - Conducted quality audits and performance evaluations of call center and operational teams to identify improvement opportunities.
 - Analyzed performance data to identify trends, root causes of errors, and areas for process improvement.
 - Developed and maintained quality assurance scorecards, evaluation criteria, and monitoring tools to measure service performance.
 - Provided coaching and feedback to frontline employees and supervisors to improve service delivery and operational performance.
 - Documented findings and prepared quality reports and dashboards to communicate performance trends to management.
 - Ensured compliance with corporate policies, regulatory requirements, and customer service standards.
 - Assisted in the development and delivery of training programs and best practice guidelines for operational teams.
 - Monitored customer feedback and service data to support continuous improvement in customer experience.
 - Collaborated with cross-functional teams to identify operational gaps and implement quality-driven solutions.
- Supervisor
 - Supervised daily operations of frontline teams to ensure efficient service delivery and achievement of performance targets.
 - Led, coached, and mentored employees to improve productivity, customer service performance, and professional development.
 - Monitored employee performance using key performance indicators (KPIs), quality metrics, and operational reports.
 - Conducted performance evaluations, coaching sessions, and corrective action planning to support employee growth and accountability.

- Collaborated with senior management to implement operational policies, procedures, and performance improvement initiatives.
- Facilitated team meetings and training sessions to communicate organizational goals, policy updates, and best practices.
- Resolved complex customer service issues and escalations to ensure customer satisfaction and brand reputation.

PROFESSIONAL CERTIFICATIONS

Lean Six Sigma Black Belt (LSSBB)

April 2023

Awarded by University of Charleston

- Certified Lean Six Sigma Black Belt with extensive experience leading organizational process improvement initiatives using DMAIC, statistical analysis, and continuous improvement methodologies. Demonstrated ability to lead cross-functional teams, analyze operational data, and implement sustainable performance improvements within large organizational environments.

Certified Scrum Master

June 2020

Awarded by The Scrum Alliance

- Certified Scrum Master with experience facilitating Agile project management practices within cross-functional teams. Demonstrated ability to guide Scrum teams through sprint planning, backlog prioritization, and iterative development cycles while promoting collaboration, transparency, and continuous improvement.

Project Management Professional (PMP)

February 2018

Awarded by Project Management Institute

- Certified Project Management Professional (PMP) with extensive experience managing projects across complex organizational environments. Demonstrated ability to lead cross-functional teams, manage project lifecycles, and apply structured project management methodologies to achieve strategic business objectives.