

RONNIE BROOKS MILAM

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I am pursuing a career to inspire the next generation of leaders through innovative teaching and mentorship while fostering critical thinking and ethical decision-making.

AREAS OF EXPERTISE

Training & Development
Project Management
Quality Assurance
Digital Transformation

EDUCATION

**DOCTORATE OF
EXECUTIVE LEADERSHIP**
University of Charleston
2021 – 2024

**MASTER OF SCIENCE IN
BUSINESS ANALYTICS**
UNC-Wilmington
2019 - 2020

**MASTER OF BUSINESS
ADMINISTRATION**
Strayer University
2009 - 2013

CERTIFICATIONS

**LEAN SIX SIGMA – BLACK BELT
(LSSBB)**
UCWV 2023

**CERTIFIED SCRUM MASTER
(CSM)**
Scrum Alliance
ID# 1082749
2020

**PROJECT MANAGEMENT
PROFESSIONAL (PMP)**
Project Management
Institute PMP# 2156310
2018

EXPERIENCE

OPERATIONS CONSULTANT

VERIZON WIRELESS, WILMINGTON NC 2004 – PRESENT

- Support ongoing work-stream initiatives to improve operational performance, efficiencies, and profitability.
- Point of Contact during EPIC and Agile projects.
- Create and facilitate training material for new hires and new processes in the department.
- Pursue opportunities to ensure consistent, high-quality customer experience.
- Proactively identify and recommend process improvements across the corporation.
- Manage process improvements through critical thinking, investigating, evaluating, and implementation to ensure successful implementation.
- Serve as a Point of Contact for Compliance to ensure policy and guidelines are being met.
- Support area and region growth objectives while taking appropriate actions to mitigate incremental risk.
- Develop and manage action plans, timelines, and objectives.
- Measure and document the effectiveness of new project/process improvement.
- Resolve project issues and manage the jeopardy process; communicate action plan status and results.

PREVIOUS WORK HISTORY

BLADEN COMMUNITY COLLEGE

INSTRUCTOR 2003 – 2004

BLADEN COUNTY HEALTH DEPARTMENT

BILLING AND CODING 1999 – 2004

STATE EMPLOYEES' CREDIT UNION

MEMBER SERVICE REPRESENTATIVE 1995 – 1999