

Michelle D. MacDonald

1001 Leadership Place
Killeen, TX 76549

Killeen

Objective: To provide the necessary resources and leadership to grow and develop the student body.

Academic Development

- ***Master of Science*** Major: Management/Leadership, Area of Emphasis: Human Resource Management – Tarleton State University, Texas (2002) GPA 3.917
- ***Bachelor of Science*** Major: Liberal Studies, Area of Emphasis: Business Administration, Area of Emphasis: Psychology – University of Central Texas (1999) Honors: Cum Laude GPA 3.50

Professional Experience

- **Manager Utilities Outside Plant/Human Resource Management/Adjunct Professor Management/Leadership**
 - Over 37 years of professional experience and over 19 years of management experience with Corporate and Government employment. To include a wide range of multi-task assignments such as development, leading and motivation of team members in order to deliver excellent results. Create and provide the needed training and communication to ensure excellent customer service; maintain a high level of motivation to ensure company goals and objectives are met. Provide ongoing analysis of the subordinate's skill sets and continue development in specific areas. Provide necessary feedback and deliver discipline as required. Responsible for Capital Budget. Deliverables on construction projects to provide utilities. Planning and managing to a capital budget. Responsible for Safety, policies, procedures and all Master Contractors/Sub Contractors. Human Resource SME for Sprint, State of Texas - responsible for development and delivery of new hire orientation, human relations, benefits and training for both union and non-union environments. Continual advocate for human resource information. Actively participate in Public Relation activities within Central Texas.
 - Project manager of Executive Escalations. Experienced management projects from inception to completion. Focused on streamlining processes to improve efficiency and grow revenue dollars. Maintain and budget capital allowance.

- Experienced in managing bargaining units to the CWA agreement. Experienced in managing non-bargaining management level employees. Conflict resolution and coaching with union and non-union team leaders.
- Managed and directed Bidding and contractual documents.
- Over 15 years of undergraduate and graduate faculty experience. Currently employed by TAMUCT, Central Texas College (Navy Campus and Killeen Distance Ed.) Adjunct Professor in Business and Management department.

Skills Summary:

Self-starting, Honest, Forward Looking, Dependable, Excellent Communication Skills, Assertive, Thorough, Excellent Interpersonal and Leadership Skills and Very Energetic, Confidential, Open Door Philosophy, Self Motivated, High Energy, Leader, Solid Work Ethic, Strong Belief in Stewardship, Effective Project Coordinator, Organized and Fair, Analytical, Excellent Computer Processing Skills

Classroom Instruction/training

- 2000- Present: Part Time Adjunct Management, Business and Human Resource instructor “face to face” at TAMUCT also “on-line” F2F instruction for Central Texas College for HR, Management and Business. Responsible for class curriculum preparation, presentation and communication with an average of 30 students per class. Instruction and class preparation for freshman to senior level.
- Corporate “Project Align” – responsible for implementation and roll-out of Project Align to the Western Operations – to include presentation of information to over 3,000 employees in a 6 week period.
- Professional instruction and training for Sprint Local Division. Fort Walton Beach, Fl., Fort Myers, Fl., Altamonte Springs, Fl., Hood River, Oregon, and Killeen, Texas. Responsible for designing, testing and instruction of the training curriculum for the first release of Digital Subscriber Line (DSL) Sprint Local, new technology rollout.
- Professional classroom instruction for State of Texas - Crime Stoppers. Austin and El Paso, Texas.

Organizational Memberships, Recognition & Awards

Professional Associations

- Copperas Cove Crime Stoppers member 1987-present - Chairperson for Copperas Cove Crime Stoppers 2004-2008 Treas. 2011-12 Vice Chair currently
- Rotary Club of Harker Heights (past)
- AUSA (current)
- Tarleton State University, Society for *Human Resource Management Student Chapter Member* (SCM) (2001)
- State of Texas Crime Stoppers Advisory Council Vice Chairman, Austin, Texas Educational Steering Committee (1997-1998)
- City of Copperas Cove, Lions Club; Inaugural Class Leadership Copperas Cove (1994-1995); Copperas Cove Crime Stoppers (1983-present)
- City of Killeen, American Business Women's Association (past)

Personal Development

- Covey Leadership Center, The Seven Habits of Highly Effective People; Stress Management; Team Building; Quality Training; Mary Hardin Baylor - Professional Speaking; Effective Public Speaking; Conflict Resolution, Facilitative Leadership, Business Etiquette and Professionalism; Power of Communication Skills for Women; In Search of Excellence; Working Together

Public Relations & Community Service

- Developed and Coordinated High School Casino Night Project Graduation (1995); Developed, mentored, instructed and coached city league athletics—baseball & soccer (1982-1997); Copperas Cove Athletic Official Association Official (CCAOA) (1997-1998)
- Holy Family Church – Finance Volunteer (1998-present); Exceptional Eucharistic Minister (1997-2000); Catholic Youth Organization (1994-1996); Pastoral Council (2000-present)
- Lions Club – office of Lion Tamer

Personal References:

Upon Request

Personal Goals:

Learn Spanish, Sign Language and further education.

Remain very involved with the local communities (stewardship).

Continue to engage in personal growth, maintain the highest level of ethics and integrity, while maintaining an open door policy.