

## SUMMARY

Senior leader with comprehensive Information Technology, Information Security, and Program Office experience. I create high-performing teams to maximize engagement, productivity, and effectiveness by leveraging Situational & Servant Leadership behaviors. I have a proven ability to work vertically and horizontally through organizations to deliver creative solutions with a heavy emphasis on relationship management and developing systems for efficiency gains.

## PROFESSIONAL HISTORY

11/21 - Present **SERVANT LEADER TRAINING.**, Mesa, Arizona

### *Principal Consultant*

- Providing executive leadership and team development coaching on a 1:1 basis.

11/13 - Present **PROPERTY MASTERS LLC.**, Mesa, Arizona

### *Member/Manager*

- Oversee the business operations for real estate investments across five US states.

10/96 – 11/20 **WELLS FARGO & COMPANY**, Chandler/Mesa/Tempe, Arizona

### *Information Security Manager 3, Vice President, Smartcard Access Management*

- Responsible for global operations of smart card provisioning, application development, and support activities that govern multi-factor authentication to critical infrastructure system as well as the access for over 200,000 team members, contractors, visitors, and vendors to nearly 1200 facilities.
- Accountable for third-party risk management activities, secure SDLC, and data governance for physical IAM and related applications, department KPIs and SLA performance.
- Utilized Agile for Perl development teams (Scrum) and end user support teams (Scrumban).
- Responsible for internal auditing functions, operational risk responses, and implementing corrective actions.
- Collaborated with lines of business to identify security risks, development of risk response and control requirements, including audit responses for both physical and logical access control solutions.
- Developed corporate-wide Information Security policies for smart card 2FA and biometric physical access controls.
- Vendor management duties including RFP development, contract red-lining, and quarterly metrics assessments.

### *Technical Project Manager 5, Vice President, Implementation Services Project Management Office*

- Provided leadership to an international matrixed team of IT Project Managers/Coordinators.
- Managed \$12MM contact center project budgets end-to-end, including business case development, C-Level management presentations, forecasting expense transactions, and variance reporting.
- Partnered with senior leaders to implement process improvement projects and streamline operations, leveraging third party service providers as appropriate, and building on ITIS/ITSM maturity program.
- Conducted control-review audits, develop risk control procedures, responded to external audit inquiries.
- Co-led Wells/Wachovia global helpdesk integration program, including redundant-staff analysis, process selection, and tool migrations: IEX TotalView, Verint Witness, Salesforce, BMC Remedy, Hitachi PSynch, more.
- Single Point of Contact for HR Accommodations team to all of WF Technology for escalation of ADA internal-use application issues and deployment of unique assistive technology solutions.

### *Technical Project Manager 4, Assistant Vice President, Business Development and Operations Support for Helpdesk*

- Reduced the expected completion from three months to two weeks for a critical software migration project involving Human Resources Technology and Information Security teams over the year-end holidays.
- Led two teams of project managers/coordinators handling support implementations for enterprise projects.
- Collaborated with cross-functional teams to implement security operations and technical support functions.
- Established information security and technical support flow procedures with other business groups.
- Managed the migration of 500+ private LAN desktops to enterprise desktop environment.
- Produced \$3MM+ annual savings through contact center process improvement projects.

### *Technology Manager 2, Technology Connection Arizona Helpdesk Operations*

- Managed three 50+ member teams of contact center technicians supporting Wells Fargo's global workforce.
- Implemented IT Service Management (ITIL/ITSM) process maturity program.
- Planned and maintained \$4MM department budget within 2% variance threshold.
- Increased productivity by 4% through process and procedure improvements for Tier2 helpdesk staff.
- Managed or participated in dozens of strategic projects for efficiency and productivity gains/reporting.
- International and domestic liaison for internal business customers such as Wholesale and Community Banking.

## ***Technology Manager 1, Technology Connection Strategic Projects***

- Developed a Self-Directed Work Team environment and delivered leadership learning activities.
- Planned and maintained \$2MM department budget and project budgets ranging to \$1.5MM.
- Managed the implementation, both infrastructure and development, of a helpdesk procedural knowledge base utilizing a web interface and SQL database back end.
- Strategic project recommendations resulted in saves and cost avoidances of \$3MM+ annually.
- Managed the development and deployment of communication tools to solve critical business problems.
- From ideation to implementation, managed the development of an annual performance tool, enabling 40+ contact center managers to provide monthly feedback based on standardized criteria and measurements.

## ***PC/LAN Engineer 3, Branch Online Retail User Help***

- Managed a 22-member contact center team of second-level technical service specialists.
- Relationship manager for business partners such as Premier Online, StorePC, and StoreQuest.
- Managed the implementation of standardized annual performance metrics for helpdesk personnel.

06/95 - 10/96

**ATC OFFICE SYSTEMS, INC.**, Phoenix, Arizona

## ***Division Manager, Computer Division***

- Managed senior field and bench technicians, dispatch teams, and office staff.
- Coordinated cross-platform and multi-vendor integration projects, specializing in MRP and accounting.
- Increased division profitability by 17% in under two years.
- Vendor relationship management focused on International Asian Pacific manufacturers.
- Provided risk mitigation consultation to clients on network performance and security administration.

04/95 – 04/97

**COMPUTER NEEDS ETC., INC.**, Mesa, Arizona

## ***President / Owner***

- IT Consulting to Retail & Manufacturing businesses.
- Assisted clients with RFP processes and vendor selections, including development of technical requirements.
- Managed multi-vendor installations for clients.
- Designed, built, and installed custom desktops, servers, and network infrastructure.
- Serviced maintenance contracts for desktops, servers, network infrastructure.

02/86 - 06/95

**PCB\R<sup>2</sup> COMPUTER PRODUCTS**, Tempe, Arizona

## ***Customer Support Coordinator / Office Manager***

- Oversaw the design and implementation of a multi-vendor, multi-platform effort to develop the Microcomputing Commons Center at Arizona State University.
- Designed and implemented quality assurance procedures and related technical documentation.
- Managed contracts with local, state, and federal (GSA) government clients and higher education institutions.
- Translated user needs into detailed specifications for LAN and WAN environments; specializing in rural police and municipality installations.
- System administration, installation, and technical services for enterprise computing devices.

## ***Purchasing / Assembly Supervisor***

- Researched, procured materials, and assisted in developing ESD Level One (anti-static) environment.
- Supervised purchasing and inventory control for microcomputer components and test equipment.
- Evaluated product and service quality and reliability.

## **ACCREDITATIONS and ACHIEVEMENTS**

- Wells Fargo 'Gold Coin' recipient (2007, 2008, 2010, 2011, 2012, 2016, 2018)
- Wells Fargo Technology 'Top Performer' recipient (2011)
- Project Management Professional credential (Project Management Institute, 2010)
- Wachovia/Wells Fargo Merger Team award (2008-2011)
- MBA with emphasis in Technology Management (University of Phoenix, 2007)
- Bachelor of Science, E-Business Management (University of Phoenix, 2005)
- Mediation and Conflict Resolution Certification (University of Phoenix, 2003)
- High-Performance Teams, Organizational Management (University of Phoenix, 2002)
- Creating an Inclusive Environment/Diversity Volunteer Facilitator (Wells Fargo, 2002)
- Norwest/Wells Fargo Merger Team Accommodation (Wells Fargo, 1998-2000)

# Michelle Masters

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## COMMUNITY and CIVIC ACTIVITIES

### AZ LD9 Maricopa County, Az

**Chairman** (12/2022 – present), **2<sup>nd</sup> Vice Chair** (2022), **Precinct Committeeman**, *Water Works* (3/2022 - present)

- Supporting 150+ Precinct Committeemen (PCs), adding almost 50 PCs and Volunteer Patriots (VPs) in 2023.
- Expanding community engagement through volunteerism and social events, including support of the Borderland's produce redistribution to curb food waste, hosting dances/mixers for young conservatives, and coordinating fundraising and donation drives for local conservative charities such as New Life Pregnancy Center.
- Foster cross-LD partnerships and committees to support overlapping areas such as school boards & city councils.
- Enlist and nominate district members for Maricopa County Republican Committee (MCRC) special committees.
- MCRC Trainer & Coordinator for Republican observers at Maricopa County Tabulation and Elections Center.
- Developed the [www.azld9.com](http://www.azld9.com) website for PCs and established East Valley Voter News to promote citizen engagement.
- Recruited 2 new PCs and implemented succession plan for transition of Captain duties.
- Voter engagement throughout the year and GOTV activities for elections.

### THE DOBSON ASSOCIATION, Mesa, Az

**Ranking Member**, Budget and Finance Committee (2023 - present), **Member** (2017-2022)

- Serving in an advisory capacity to the Association's Board of Directors, review and recommend actions related to annual budgets, capital and reserve project proposals, and monthly financial statements.

### LD18 COMMITTEE, Maricopa County, Az

**Area-8 Leader** (2021-2022), **LD18 Lead Trainer** (2018-2022), **Precinct Committeeman/Captain**, *Water Works* (2015 – 2022)

- Coordinated voter engagement activities across five precincts, delivered Captain Basics training, assisted Captains with PC recruitment and retention activities.
- Recruited a training team and developed facilitator guides.
- Facilitated New PC Orientation training and Captain Basics for Area Leaders training.
- Monthly presentations to the district body.
- Map and segment the precinct and assign PCs to each segment for voter engagement.
- Train and assist fellow PCs on door knocking, phone banking, and recruiting
- Voter engagement throughout the year and GOTV activities for elections.

### DOBSON RANCH HOA CLUB, Mesa, Az Chair (2020

- Present), **Member** (2015-2020)

- Deliver presentations regarding the state of the HOA with focus on budget & finance activities.
- Solicit and arrange for guest speakers, including candidates for local, statewide and federal offices
- Educate and encourage involvement in school boards, city councils, and citizen committees.
- Neighborhood parent activist to defeat a \$500M Bond required by the Mesa Unified School District.
- Developed [www.drgop.com](http://www.drgop.com).

### DOBSON FOOTBALL BOOSTER CLUB, Mesa Public Schools

**President of the Board** (2015), **Vice President of Fundraising** (2014) **Member at Large** (2013)

- Governance of the organization's programs and impact, financial management practices, and fundraising compliance.
- Initiated and obtained IRS 501(3)c charitable organization status.
- Increased active volunteer membership from 5 to 30, including fathers and student alumni.
- Coordinated all fundraising activities, including volunteer training and scheduling. Activities included: annual golf tournament, sponsorship drives, Media Guide advertising sales, game concessions, car washes, and more.
- Developed fundraising materials and raised over \$50,000 in cash and in-kind donations, \$35K higher than prior years.
- Responsible for communications between the organization and surrounding communities including the maintenance of the DobsonFootball.com website and social media channels.

### WELLS FARGO WOMEN IN TECHNOLOGY, Phoenix Metro Chapter

**Executive Chair** (2007-2010), **Membership Chair** (2005-2007)

- Managed budget and relationship with sponsoring CTO, facilitate monthly leadership team meetings.
- Solicited guest speakers, including company executives, vendor representatives, and local businesses.

### WELLS FARGO DIVERSE ABILITIES

**Member** (2012-2020)

- Assisted with new hire orientation for Technology division employees and a buddy program development.