

MICHELLE MILLS

VICE PRESIDENT OF OPERATIONS | WORKFORCE DELIVERY | TALENT OPERATIONS | PROCESS TRANSFORMATION

Ashburn, Virginia | 703:801:5633 | michellemillszalewski@gmail.com | LinkedIn: Michelle Mills

EXECUTIVE OVERVIEW

Michelle Mills is a distinguished operations executive who architected and scaled global service delivery, human resources administration, and workforce development ecosystems across high growth technology and talent organizations. Throughout a career defined by rapid operational expansion, she built systems that scaled candidate deployment capacity from 100 to over 1,500 annual placements while consistently optimizing bottom line performance. Her leadership combines strategic vendor alignment, cross functional program governance, and multi platform technology integration across Salesforce, HubSpot, Monday.com, and enterprise HRIS solutions. Across executive appointments, she engineered operational transformations that generated over \$200,000 in recurring annual cost savings, expanded multi state and international compliance frameworks, and established real time business intelligence infrastructures for executive board decision making.

CORE CAPABILITIES AND OPERATIONAL PHILOSOPHY

At the core of her executive philosophy is the belief that sustainable revenue growth requires tight alignment between human capital, automated workflows, and data driven governance. She excels at translating high level corporate strategy into scalable operational frameworks that eliminate process bottlenecks, minimize non billable staging time, and strengthen organizational agility. Her expertise spans global payroll administration, federal program compliance, offshore workforce expansion, and enterprise CRM architecture. By establishing structured operational cadences and empowering cross functional leaders, she consistently fosters collaborative cultures that thrive within dynamic, fast moving business environments.

FIVE CORE EXECUTIVE COMPETENCIES

1. Enterprise Operations & Service Delivery Transformation Expertise in architecting, scaling, and standardizing global delivery frameworks that align cross functional capacity with enterprise market demand.	2. HR Operations, Global Payroll & Compliance Mastery in managing multi state and international HRIS platforms, automating payroll administration, managing vendor contracts, and ensuring federal program compliance.
3. Business Process Automation & Systems Integration Proven ability to leverage Salesforce, HubSpot, Monday.com, and Rippling ASO to eliminate workflow friction, automate candidate tracking, and optimize throughput.	4. Data Analytics, Dashboards & Governance Skilled in constructing real time business intelligence models in Tableau and Power BI to track key performance indicators, placement velocity, and profit and loss metrics.
5. Cost Optimization and Financial Stewardship Demonstrated success in evaluating software ecosystems, renegotiating vendor agreements, and reducing operational burn to secure recurring annual savings exceeding \$200,000.	

EXECUTIVE LEADERSHIP TRACK RECORD

Vice President, Operations

October 2023 to June 2025

App Academy

Directed multi state and global HR operations utilizing Rippling ASO, automating tax filings, compliance training, benefits administration, and dual bi weekly payrolls. Partnered with executive Finance to evaluate software platforms, securing over \$200,000 in recurring annual savings through contract renegotiations. Scaled international operations by onboarding and managing offshore HR and operational contractors across the workforce lifecycle.

Vice President, Workforce Development **2023 to 2024**
SkillStorm

Led cross functional workforce teams supporting enrollment, sales, finance, and technical upskilling programs. Architected delivery processes in HubSpot for over 150 enterprise apprentices, ensuring full adherence to federal compliance. Directed candidate tracking for the federal Credential Opportunities Online program and synchronized training tracks with real time market demand.

Director, Service Delivery **June 2021 to April 2023**
Wiley Edge

Directed sales enablement and delivery methodologies matching global demand with talent availability. Overhauled Salesforce case architecture to achieve high stakeholder adoption. Designed unified Monday.com scheduling matrix connecting cohorts, instructor allocations, and sales demand to inform weekly board governance.

Associate Director, Delivery **March 2016 to June 2021**
Revature

Engineered the core operational delivery infrastructure that propelled scaling from 100 to over 1,500 annual candidate deployments. Reduced non billable associate staging time by designing streamlined deployment workflows aligned with sales forecasting, and led daily cross functional pipeline reviews.

EDUCATION

Bachelor of Science in Management (Minor in Psychology)	Virginia Polytechnic Institute and State University (Virginia Tech)
--	--