

# MICHAEL L. TURNER

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## QUALIFICATIONS SUMMARY

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- Saved employers over \$20 million through leadership of Six Sigma, LEAN and Agile projects
- Six years of process engineering, operational management and adult training experience
- Excellent facilitation, communication and relationship building skills across functions and levels

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## PROFESSIONAL HISTORY

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### UNIVERSITY OF COLORADO

#### SCHOOL OF EDUCATION

BOULDER, CO

AUGUST 2012-PRESENT

#### RESEARCH ASSISTANT

Lead research assistant for the University of Colorado evaluation of Denver Public School's Professional Compensation (ProComp) program. Responsible for all data analysis of the study's 5,000 teachers over a three-year time period.

- Managed data integrity and linkage of over 30,000 items for project
- Ran statistical modeling and analysis using R software programming language
- Presented data results to administrative heads of the district and teacher's unions

### UNIVERSITY OF COLORADO

#### ENGINEERING MANAGEMENT DEPT

BOULDER, CO

JUNE 2010 - 2012

#### Project Lead/Lead TA

2010-2012

Managed tutelage and other TAs for eight different classes over three years including beginning, intermediate and advanced statistics/research design courses and quality tools course. Also responsible for multiple survey design and implementation projects through University consulting division.

- Graded, taught and managed four classes over two years
- Responsible for design and implementation of improved recruiting process for Engineering Management program
- Directly lead multiple cross-functional design and improvement projects

### TEAM TURNER PHOTOGRAPHY

RICHMOND, VA

DECEMBER 2007 - PRESENT

Owner of small business that specializes in travel, wildlife, architecture and pet photography.

- Designed, built and marketed [www.TeamTurnerPhotography.com](http://www.TeamTurnerPhotography.com), company's main customer touch-point
- Shot all photos and managed portfolio through use of Adobe Photoshop and Lightroom
- Planned, marketed and implemented gallery showings at various Richmond venues

### CAREER BREAK

INTERNATIONAL

NOVEMBER 2006 - 2007

Traveled, photographed, and wrote about a year long international adventure. Experienced life and culture of forty-three countries across Europe, Middle East, Asia, Australia/New Zealand and Africa.

- Created a travel blog of over 1,000 written pages generating more than 65,000 hits
- Shot and managed portfolio of greater than 20,000 pictures

**Senior Analyst, LEAN and Six Sigma Team****2002 - 2006**

Saved over \$20 million for Capital One through the creation, facilitation and execution of Six Sigma, LEAN and Agile projects. Recognized at a company wide level for managing the first successful project to leverage Agile methodologies in a non-IT environment. Pioneered change management techniques for Six Sigma projects that cut implementation time and increased employee engagement.

- Created and managed \$11 million project spanning five divisions and more than forty associates to cut application design process by more than 30%
- Saved \$5 million by managing a team of 20 project and process managers through LEAN project to cut application decisioning process by 45%
- Led four analysts and 42 managers through an internal quality assessment which initiated 20 efficiency projects and a savings of more than \$5 million
- Taught 60 students and mentored 12 others through Green belt and White belt programs in LEAN and Six Sigma
- Won company wide Circle of Excellence award for superior management and unique approach to process improvement projects

**Front Line Production Manager, Production Services****2000 – 2002**

Managed and developed team of 24 hourly staff for processing customer's remitted checks. Owned all performance management for team members from goal setting to performance reviews and development plans to address opportunities where goals were unmet.

- Relationship manager for daily interaction with the Federal Reserve of Richmond
- Saved over \$500,000 by improving the balancing and deposit processes using coaching and implementation of associate suggested process changes
- Responsible for company adherence with governmental regulation Z compliance by ensuring same day depositing of more than 300,000 checks at depositing institutions nationwide

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**TECHNICAL SKILLS**


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R, C++, Minitab, Visual Basic Programming, SPSS, MVPstats, DOE++, Tablecurve, Decision Tree, MS Office Suite (PowerPoint, Excel, Access, Word),

**Statistics Tools:** Multiple-Way ANOVA, Types I, II and III, CHAID, Data Mining, Nonparametric Tools, Correlation and Relationship Analysis, Single and Multiple Regression including In-Depth Interaction Analysis, Quantile Regression, Propensity Score Matching, Regression Discontinuity

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**EDUCATION**


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**PhD Student Research and Evaluation Methodologies**

Boulder, CO

Present

**Masters in Engineering Management (Master Black Belt)**

Specialty: Applied Statistics and Design of Experiments  
University of Colorado

Boulder, CO

December 2011

**Green Belt, Six Sigma & LEAN**

Capital One

Richmond, VA

September 2006

**Bachelors Degree, Psychology**  
Wake Forest University

Winston-Salem, NC

May 2000