

# JEFFREY RUSSELL

Jeff.powell.russell@gmail.com

1348 Althea Drive • Houston, TX 77018 • (832) 264 - 0583

## EDUCATION

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**THE UNIVERSITY OF TEXAS AT AUSTIN, McCombs School of Business, Austin, Texas** **JULY 2014**

**Master of Business Administration, General Management**

- GPA 3.7; GMAT 700
- President, Consulting Club

**THE UNIVERSITY OF TEXAS AT AUSTIN, College of Liberal Arts, Austin, Texas** **MAY 2007**

**Bachelor of Arts in Classics, Ancient History**

- GPA 3.7
- Liberal Arts Honors
- Honors Thesis in Classics
- Editor in Chief, Liberal Arts Honors Literary Magazine
- President and Founder, Texas Linguistics Association
- Departmental Representative Committee Chair, Liberal Arts Council

## EXPERIENCE

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**RICE UNIVERSITY JONES GRADUATE SCHOOL OF BUSINESS, Houston, TX** **2018 - PRESENT**

**Lecturer in Communications**

- Developed curriculum for working professional MBA students to focus on relevant, immediately usable skills
- Delivered lectures and led participatory learning, leading to improved evaluation of communications and positive feedback

**CAPGEMINI CONSULTING, Houston, TX** **2014 - PRESENT**

**Senior Consultant**

*Capgemini Internal - Training Development and Delivery*

- Led three person team to create Governance and Org. Design training, including agenda, materials, exercises, and case
- Spearheaded development of Scrum Agile project management training
- Led development of 8 hour Scrum training for North America and delivered several times to approx. 20 colleagues in three cities
- Coached several junior consultants on achieving career and personal development goals
- Delivered trainings on various core consulting skills including Powerpoint, Storytelling, and Conducting Stakeholder Interviews
- Improved training materials and delivery by observing results of and gathering feedback from trainees

*Fortune 50 Insurance Company - Digital Transformation Refresh*

- Designed and facilitated Accelerated Solutions Environment workshop with senior executives to define and select relevant measures of progress on digital transformation strategy
- Managed eight person cross-functional team to develop updated digital transformation goals, capabilities to be enabled, and all communications and materials for workshop
- Interviewed senior executives to understand alignment of business area strategies with enterprise digital transformation goals

*Fortune 500 Financial Services Company*

- Developed governance structure and operating model for internal consulting office serving business and technology internal clients
- Facilitated solution design workshop featuring diverse stakeholders in order to define prioritization, demand management, change management, and strategic consulting capability catalog
- Designed service catalog for internal consulting agency and supporting processes for all project-based services provided to technology organization
- Presented operating model design to senior technology and enterprise executives and secured agreement on implementation roadmap

*Capgemini Internal - Group IT Organizational Change Management and Communications*

- Created communication and adoption plan for OneDrive for Business across ~20k employee North & South American Organizations
- Drafted and distributed communications for adoption of Office 365 applications, including email and Content Management Software for internal webpage

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## *Fortune 50 Insurance Company - Enterprise Customer Relationship Management Strategy*

- Led three person cross-functional team to develop governance model, leadership roles, organizational structure, strategic roadmap, and project charters for Enterprise Customer Relationship Management initiative, which has successfully implemented foundational capabilities across multiple departments

## *Luxury Skincare Product Company - eCommerce Platform Transformation Strategy*

- Identified gaps between current and future state in essential people and process capabilities to achieve strategic growth goals
- Provided clarity in prioritization and decision making among multiple initiatives through use of maturity model
- Facilitated six eCommerce digital capability workshops with ~90 participants to capture unstated needs and challenges

## *Fortune 50 Insurance Company - Digital Transformation Organizational Design*

- Led development of operating and governance model, including process and organization design, team charters, and job descriptions for enterprise Program Management Office which has successfully managed the first year of an estimated \$500M Digital Transformation
- Designed work processes, team charters, and role descriptions based on identified leading indicators for organization
- Acted as Scrum Master for team implementing new 400+ person digital services department

## *National Telecom Company - Training and Change Management for Enterprise Data Warehouse*

- Coordinated three person team to develop training plan, including tutorials, video courses, and train the trainer programs
- Acted as Scrum Master for Change Management & Training Team, driving continuous improvement and effective delivery
- Led development of business readiness portion of change management strategy, ensuring successful adoption of tools
- Supervised three team members, coaching to deeply understand and communicate needs of functional areas

## *Cult Favorite Quick Service Restaurant - Digital Transformation Strategy*

- Developed Scrum training materials and trained client team in adoption through modeling, coaching, and train the trainer
- Acted as Scrum Master, ensuring delivery through coaching, removing roadblocks, and focus on process improvement
- Researched and outlined Digital Vision white paper and Strategic roadmap, resulting in launch of mobile app and loyalty program
- Identified unconsidered areas of digital risk and appropriate mitigation strategies which were approved and adopted by chief level executives

## *Super Major Oil & Gas Company - Leadership Development Program Communications Strategy*

- Improved engagement with development programs by advising leads of new hire, mid-career, and senior executive programs to update training plans and materials
- Coached five presenters to successful delivery of presentations on leadership development topics for project management symposium by identifying areas for improvement in preparation, delivery, and visual style, iterating over several months
- Managed preparation for and delivery of presentations at world-wide project management symposium

## **JEFF RUSSELL COACHING, Houston, TX**

**2016 - PRESENT**

### **Storytelling and Communications Coach**

- Coached entrepreneur client on marketing, pricing, and presentation skills, resulting in a buyout offer for his company
- Helped several clients secure more rewarding employment by focusing on crafting their personal story to prepare them for interviews and negotiations
- Coached several clients to more effective working habits, including interpersonal communication to allow achievement of career goals
- Assisted several clients deliver effective presentations by evaluating and recommending changes to structure, content, and delivery
- Delivered guest lectures on “Storytelling for Consultants” to Rice undergraduate students in Managerial Communications and Consulting Practicum
- Spoke as a guest for University of Texas MBA students on how to understand and tell their own stories to highlight the value of their experiences when making the transition to consulting
- Volunteered as panelist for SSAIL and Managerial Communications classes at Rice to critique presentation skills and consulting approach

## **HARRIS COUNTY SHERIFF'S OFFICE, Houston, TX**

**2013 - 2014**

### **Internal Consultant - Office of Strategy and Planning**

- Led six person team to develop annual strategic and budgetary planning process as part of five-year strategic plan to ensure alignment of projects and training across entire organization with office-wide strategic goals of \$400M budget

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- Conducted research, interviews, and analysis to prepare business case for software purchase expected to save an estimated \$3.5M for the office over 5 years for a cost of approximately \$305K and presented to Sheriff, Chief Administrative Officer, Chief Technical Officer, and Staff
- Evaluated vendor fee schedule to realize annual savings of \$180K in modernization of released inmate fund disbursement

## **ARETOREUM, INCORPORATED**, Houston, TX

**2012**

### **Founder**

- Founded company to secure shipping for crude oil in pipelines, raised \$250k in capital, and applied for \$100k shipping contract

## **PLAINS ALL AMERICAN PIPELINE**, Houston, TX

**2012**

### **Legal Department Intern**

- Developed proficiency in iManage, BCS Advanced Capture, and Markview software
- Organized and digitized invoices and attorney records

## **UNITED STATES ARMY**, Fort Bragg, NC

**2007 - 2012**

### **Decorations & Medals**

- Army Commendation Medal, Meritorious Unit Commendation, Army Good Conduct Medal, National Defense Service Medal, Global War on Terrorism Service Medal, Iraq Campaign Medal w/ Campaign Star, Non-Commissioned Officer Professional Development Ribbon, Army Service Ribbon, Overseas Service Ribbon, Parachutist Badge

### **Infantry Squad Leader**

- Ensured high intensity training, maintenance, welfare, and discipline of seven subordinates to enable deployment to any global location within 18 hours

### **Intelligence Analyst**

- Analyzed multi-spectrum intelligence, enabling commander to make informed decisions regarding training priorities for 100 soldier company
- Earned certification as intelligence analyst from XVII Airborne Corps training unit

### **Assistant to Battalion Commander**

- Researched key provincial leaders and prepared commander of 1,200 soldier infantry unit for 3-5 meetings a week with governor level officials
- Analyzed meetings and composed reports sent to commander and staff of 3,000 soldier infantry brigade
- Compiled daily situational updates from 8 departmental reports on personnel readiness, status of communications, intelligence updates, and potential threats to be used by commander of 1,200 soldier infantry battalion

### **Special Forces Recruit**

- Completed 14 day Special Forces Assessment and Selection to be chosen for the Special Forces Qualification Course
- Led 8 man team on patrols and ambushes for successful evaluation in Small Unit Tactics Course

## **ADDITIONAL**

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- Volunteer with Rice Consulting Practicum and Consulting Communications classes to provide mentorship and evaluation
- Volunteer with student consulting organizations at Rice, Texas Medical Center, University of Houston, and University of Texas
- Familiar with Spanish, Arabic, and Mandarin; Basic Latin and Ancient Greek
- Design board and card games in spare time
- Familiar with Adobe Creative Suite, including InDesign, Photoshop, and Illustrator