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## **Senior Human Resources Consultant and Business Partner**

Results-proven expert in driving individual and organizational results through human resources and human capital initiatives. High-credibility resource with a unique mosaic of skills and experience including human resources leadership, operations and marketing.

- Strategic and tactical human resources consultant
- Division chief human resources officer
- Boardroom presence
- Business partner talent development expert
- Deep financial and statistical acumen
- Results-driven, visionary leader

## **Professional Experience**

### **Sprint Nextel Corporation and Affiliates**

February 2004 – Present

#### **Sprint Nextel Corporation**

July 2009 – Present

*Senior Manager & Consultant, Corporate Culture, Employer Brand and Business Partner Development*

Re-recruited to Sprint to develop, lead and inculcate a corporate culture of high-performance based on accountability, open communication, innovation and pragmatic risk-taking. Expanded responsibilities to include business partner development and organizational deployment of Human Performance Technology (HPT).

- Founder and chair of the company's Culture Executive Board comprised of senior vice presidents of corporate communications, brand marketing, human resources, customer care and retail sales.
- Key member of the Human Resources lead team, reporting directly to the Senior Vice President, Human Resources.
- Ensuring the inclusion and infusion of corporate culture messaging and behavioral components at all touch points of the employee lifecycle.
- Codified and perpetuating a Sprint employer brand with a unique employment value proposition integrating corporate brand and the Sprint culture.
- Improved the internal equity of HR business partners through professional development focused on relationship advocacy and measurable business results.

#### **Embarq Corporation (formerly Sprint Local Telecommunications Division)**

May 2006 – June 2009

*Senior Manager, Human Resources Business Partner*

Led a team that provided integrated human resources support for multiple company divisions. Responsible for ensuring competitive readiness, appropriate and effective staffing and strategic human resources planning and management while complying with all applicable laws, regulations and collective bargaining agreements.

- Directed human resources support for all revenue-generating business units including business, consumer and wholesale markets (approximately 6,000 employees).
  - Improved frontline productivity by greater than 20 percent through implementation of a performance-based coaching methodology.
  - Conceptualized, developed and implemented innovative, multidisciplinary human capital services to meet near-term business objectives while positioning the organization for continuing success.
  - Recognized as a leading internal subject matter expert on labor relations. Co-architect and author of the firm's labor strategy.
  - Developed and implemented a recognized, best practice approach to supporting a large field organization by teaming professional performance coaches with frontline leadership.
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**Sprint Nextel Corporation**

February 2004 – April 2006

*Senior Manager & Consultant, Industry Market Development*

Created and developed a team of highly skilled subject-matter experts to enable sales success in targeted industries.

- Supported the growth of a \$1.6 billion business unit through creative talent development and management.
- Led the company's foray into industry segment marketing, developing go-to-market methodology and raising the acumen of industry sales professionals in the healthcare, financial services, manufacturing and transportation industries.
- Developed sales and marketing arsenal comprised of thought leadership materials, collateral, white papers and presentations.
- Frequent and widely sought presenter to executive leadership of Fortune 500 companies.

**Ethos, Incorporated**

June 1997 – February 2004

*Founder and President*

Established and grew a private consulting practice which advised and consulted with clients in establishing professional marketing as a core organizational competency and integrative discipline. Representative engagements follow:

*Client – Deloitte Consulting*

- Developed marketing communications strategy and materials for high-technology Deloitte Ventures spin-off offering middleware to mobilize enterprise applications. Subsequently offered the chief marketing officer position.
- As a consultant, operated as a member of the senior leadership team of the new venture effectively commercializing the technology in the first year.

*Client – Genesys Telecommunications Laboratories (an Alcatel-Lucent Company)*

- Supported account team development in the essential services (public utilities) marketplace through market intelligence, sales force training and strategy development.
- Developed organizational competency and market readiness in marketing, selling to and supporting public sector clients including state, local and federal government.

*Client – Sprint Nextel Corporation*

- Developed methodology and process support to more tightly integrate marketing with field sales leading to improved effectiveness of both disciplines.
- Created substantive industry intelligence function to accelerate deployment of a vertical marketing and sales strategy.
- Improved enterprise account management and sales competency by developing and implementing an advanced team-based account management methodology.
- Consulting architect of change management strategy for proposed merger & acquisition activity including advice and counsel to senior leadership, change management communications strategy and pre-deal culture due diligence.

*Client – TU Communications*

- Consultant to and member of launch team of this new competitive local exchange provider (CLEC).
- Resident consultant on human resources integration activities as the firm grew through acquisition. Consultation including communications, change management and process rationalization.
- Conducted market feasibility and use analysis for excess 800 MHz radio capacity in the public safety market.

*Client – TXU (formerly Texas Utilities)*

- Built internal marketing competency for major player in the newly deregulated energy industry including marketing process development, go-to-market strategy development and marketing talent sourcing support.
- Stood up product development function, provided interim leadership and staffed permanent product development organization.
- Developed and implemented account management approach and methodology for enterprise sales team with focus on differentiable value, energy as a competitive resource and pioneered "eco-friendly" as a market position.

**Deloitte Consulting**

December 2000 – June 2002

*Senior Manager, Consulting*

Supported internal and external human capital and global marketing engagements including the organizational adoption and embodiment of global rebranding efforts. Representative engagements follow:

*Client – Telispark*

- Monetized mobile middleware technology by developing and implementing a comprehensive go-to-market plan including product development, market segmentation, pricing strategy and marketing communications.
- Subsequently offered chief marketing officer position for this Deloitte Ventures spin-off.

*Client – General Motors*

- Managed change management and human capital work streams for significant enterprise resource planning (ERP) system upgrade and enhancements.
- Provided ongoing marketing strategy advice and counsel.

*Client – Deloitte Consulting*

- Improved the firm's brand awareness by managing strategic alliance and third-party evaluator relationships.
- Developed and measured an effective employee engagement model integrating employee behavior expectations with support programs and materials.

**Sprint Corporation**

July 1992 – June 1997

*Senior Director, Training & Development*

Directed and managed the individual and organization development function for the corporation.

- Co-architect of the firm's corporate university including development of an effective employee development model.
- Established the identity, mission and role of the university through an integrated marketing communications program.
- Served as vice president's staff director, representing the vice president and senior vice president in meetings and on task forces.

**MCI Communications**

February 1990 – June 1992

*Manager, Major Account Program*

Achieved aggressive sales and revenue objectives through leadership of a major account team.

- Consistently exceeded sales and margin goals.
- Improved productivity by 36 percent through a formalized account management process.

**Unisys Corporation**

December 1983 – January 1990

*Manager, Sales Channel Development**Senior Account Executive*

Directly contributed to sales, revenue and margin goals through channel development and personal production.

- Developed corporate methodology for managing state government opportunities.
- Worldwide Legion of Honor Top 1 Percent sales performance.

**Education**

Executive Education Programs, Harvard University, Massachusetts Institute of Technology

Graduate Study, Business Administration, Psychology, University of Missouri, University of Kansas

Bachelor of Arts, Business Administration, Public Relations, Communication, William Jewell College

With faculty advisor, submitted primary research to juried journals

Dean's List