

Application Form

Profile

Michael

First Name

Cole

Middle Initial

Last Name

[REDACTED]

Email Address

Verizon

Employer

Account Management
Supervisor

Job Title

[REDACTED]

Home Address

Suite or Apt

[REDACTED]

City

[REDACTED]

State

[REDACTED]

Postal Code

[REDACTED]

Primary Phone

Which Boards would you like to apply for?

Salt Lake County Planning Commission: Submitted

Referred by:

Trent Sorensen

Qualifications

Please tell us about yourself.

I grew up in a rural community where ranching and farming were common. My first jobs were bailing hay in the summer and branding in the spring. I live in unincorporated Salt Lake County in Hi-Country Estates II south of Herriman. The high desert mountain landscape reminds me of the foothills of the San Rafael Swell near where I grew up. Basically I found a slice of heaven that feels like home. Protecting the land is very important to me. I played football at Utah State in Logan. I have an MBA and manage a team of global enterprise account liaisons for Verizon Wireless. My wife Sheryl and I have 5 adult children with our youngest in high school and five grandchildren. I was elected to the HOA board and enjoy serving my community and neighbors.

Why are you interested in serving on a board or commission?

I like to be involved and help shape and mold policies that will preserve the beauty of our area while protecting the rights of my neighbors and landowners. I also find it helpful to hear and understand perspectives other than my own to gain a fuller picture of the entire scope and impact of an issue.

What education, work experience, or volunteer experience do you have that applies to the board you are applying for?

Early in my career I had a job on the Salt Lake county surveying crew. There I assisted in several projects including new golf courses and county buildings. I have an MBA and have a successful track record of supervising teams and managing projects, including some international projects over the last 15 years at Verizon Wireless. My wife and I worked with county planning officials to build our current home, which required a number of special permits. I volunteer as a board member of the Hi Country Estates II HOA and have served on the Road Committee the last several years.

What unique perspectives could you bring to the board?

I enjoy serving my community and like to see problems solved by a group of people who have come together with common goals. I am a great listener to others to gain their perspectives and use their input and my experience to make solid decisions that are agreeable to all stake holders.

[Resume_Michael_Cole_5.31_.doc](#)

Upload a Resume

Demographics

Some boards and commissions require membership to be racially, politically or geographically proportionate to the general public. The following information helps track our recruitment and diversity efforts.

Are you a Salt Lake County employee?

☐ Yes ☒ No

Are you a current member of another Salt Lake County board or commission?

☐ Yes ☒ No

☒ [REDACTED]

☒ [REDACTED]

District *

☒ District 2

☒ [REDACTED]

☒ [REDACTED]

☒ [REDACTED]

☒ [REDACTED]

☒ [REDACTED]

☒ [REDACTED]

Michael Cole

Core Competencies

Project Management
Leadership
Sales Techniques & Strategies
Proactive Attitude
Time Management
Inter-Department Collaboration
Change Management
Problem Solving
Critical Thinking Skills
Optimist

PROJECTS

Account Management Study Hall
Leadership Development Program
Expanded GEA OJT Training
Expanded GEA Site Visit
GEA Advisor Group Pilot
GEA National Strategies POC
GEA Account Transitions
GEA Training POC
GEA Extreme Ownership
QBR Presentation Trainer
National PPA Tool
Leadership Development Program
Pre-Leader Development
Food Truck in SLC
Bully Rule Bypass

SOFTWARE

Windows, Adobe Photoshop, Excel,
PowerPoint, Access, ACSS, MARS,
Impact 360, MTAS, WFM, SQL,
GSuite

EDUCATION

MBA

2010-2012
University of Phoenix

Bachelors of Arts, Business Management

2007-2010
University of Phoenix

Associates of Science

1991-1992
Utah State University

Summary of Qualifications

Self-motivated leader with proven ability to create and position solutions to challenging situations.
Proven track record of leading teams to success in obtaining productivity goals.
Fosters a culture of positivity during times of stress.
Ability to bring key individuals together to solve complex issues.
Early adopter of change and influencer of those who may be resistant to change.
Excellent communication skills with high aptitude in presentation.

Experience

Verizon- Account Management Supervisor

Oct 2019-Present

- Acting Supervisor for 13 Account Managers.
- Piloted the GEA Advisor Group in Salt Lake City.
- Traveled to Manila to provide valuable leadership guidance to new Expanded GEA teams.
- Manage Study Hall Team consisting of Supervisors and GEAs.
- Assisted National GEA Strategies with account assignment and workload balancing during the Hilliard account transition.
- Brought valuable Account Management experience to the leadership team.
- Operational oversight and tracking of multiple projects to support National GEA Strategies.
- Frequently recognized for excellence in team productivity.
- 2022 Annual Set the Standard Award.

Verizon- IoT Sr Analyst

Jan 2019-Oct 2019

- Single point contact for some of Verizon's largest and highly complex IoT customers.
- Proactively gathered input and feedback from all areas of the business to reveal untapped improvement opportunities aligned with business strategy.
- Operational oversight and tracking of multiple projects to support large enterprise profiles related to IoT.

Verizon- Technical Advisor

2017-2019

- Used project management techniques to effectively drive key performance indicators.
- Worked closely with key stakeholders to maintain a continuous flow of information specific to project status and identify potential issues and opportunities.
- Cultivated relationships and provided support for center leadership.
- Provided center leadership with outlier reporting, project readouts, and updates on progress related to key performance indicators.
- Planned and produced training to increase the technical acumen of supervisors and their teams.

Verizon- Global Enterprise Advisor

2012-2016

- Built and maintained relationships with Sales partners that improved efficiencies and provided value to customers.
- Leveraged relationships with all internal departments to oversee all customer impacting transactions and interactions and ensured issues were resolved efficiently and effectively.
- Implemented and tracked multiple projects for assigned accounts.
- Served as single point of contact for Apple, Facebook, Cisco among other accounts.

Verizon- Customer Service

2010-2012

- Recognized for center-leading sales ending in top 5% each year.
- Successfully mentored peers on effective positioning and closing to improve team sales.

Discover Card

2000-2009

- Supervised 18 cross-functional employees, trained in Marketing, New Accounts, Credit Analysis, Collections, Cross Enterprise Selling, and General Customer Service.
- Centered around operations and project management.