



# Thomas F. Burrell IV

OPERATIONS/PLANNING  
LEADER

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## CONTACT

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## SUMMARY

I build teams by bringing structure to chaos. I maintain a focus on **duties and responsibilities** for individuals and **processes** for the team to achieve organizational success. Attention to detail and nearly **30 years of civilian and military leadership** experience make me uniquely capable of quickly assessing, fixing, and implementing business solutions for the modern workforce.

## WORK EXPERIENCE

\* Expand Job Title For Accomplishments

### ATLAS MKE / JUL 2021 - JAN 2024

CO-FOUNDER / CHIEF OF STAFF



**Key Take Aways:** I learned that **leadership** is the one attribute that will define success or failure for an organization or team.

- Co-wrote the business plan, hired founding members, evaluated and chose IT hardware/software needed, and raised capital to create a new US-based sales development call center.
- Chief Operations Officer and Chief of Staff, responsible for all aspects of business including Finance, Information Systems, Human Resources, Sales, and back-office operations.
- Leveraged business process automation and other statistical methods to analyze business information and improve processes. This maximized caller efficiency and allowed the company to realize a 20% decrease in selling, general, and administrative expenses.

### ALLSTATE / JAN 2017 - JUL 2021

OPERATIONAL RISK EXPERT



**Key Take Aways:**

I learned that organizations that work as a team with a deep understanding of individual **responsibilities** and team **processes** mitigate risk rather than react to risk.

- Acted as the Encompass Insurance Operational Risk Expert. Developed risk-based policy exceptions for the Encompass Insurance leadership team that set the conditions for Encompass/Allstate to be successful. This included risk analysis for cybersecurity, PII data protections, financial, and business operations.
- Initial lead for Operational Risk during the integration of Allstate's \$4B purchase of National General Insurance. Provided Allstate leadership with the groundwork for the initial risk assessment following the National General acquisition, including business operations and processes, cybersecurity, financial, and enterprise systems.

PROJECT MANAGER



**Key Take Aways:**

I learned that people are people wherever you find them. The civilian world is not different from the Army. Generally, people want to be viewed as being good at their job. In order to do that, he or she must understand **duties and responsibilities**

- Entrusted as one of three project managers allowed to run the countrywide overhaul of homeowners products for Encompass Insurance. Managed stakeholders across multiple business teams including IT, Finance, and Operations to deliver a seamless, on time, and on budget project.
- Selected over peers to serve on Encompass Insurance's PMO Process Improvement Working group. Owned processes, documentation, and knowledge management within the scope of the team's responsibilities. Implemented 15+ new processes during tenure, aligning stakeholders to gain buy-in and ensure adoption and managing efficacy of change improvements.

### US ARMY / JUN 1996 - OCT 2015

FIELD ARTILLERY OFFICER



**Key Take Aways:**

I learned how to problem solve by continually being put into ambiguous and unfamiliar situations. All problem solving must start with everyone understanding his or her **duties and responsibilities**.

- Professor of Military Science (Chicago, IL): Effectively negotiated the reestablishment of a Reserve Officer Training Corps (ROTC) program at the Loyola University of Chicago campus after 22 years. This required the coordination of college administrators from 5 universities to include DePaul, Northwestern University, and the University of Illinois- Chicago in addition to Army Officials at the local, regional, and national levels to establish one of only two new programs in the nation.
- Brigade Executive Officer (Ft. Knox, KY): Senior Program Manager in an ROTC Brigade consisting of over 3000 cadets in 250 ROTC programs across 5 states in the Midwest. Managed marketing, recruitment, finance, and operations of organization.
- Battalion Executive Officer (Kandahar, Afghanistan and Ft. Campbell, KY): Second in command of a 600-soldier Field Artillery Battalion Task Force deployed to destroy Taliban and protect the citizens in Kandahar, Afghanistan. Worked with local Afghan leaders to improve their infrastructure and quality of life.
- Joint Operations Center Chief (Bagram, Afghanistan and Ft. Campbell, KY): Integrated and led a 30+ leadership team who provided real time command and control capabilities to the Commanding General of all United States Forces in Afghanistan. Collected, assimilated, and developed consumable intelligence and operational information at the executive level in a real time environment for 12 months.
- Aide-de-Camp to the Deputy Commanding General of US Army North (Ft. Sam Houston, TX): Supported the development of the plan to evacuate the City of New Orleans in response to Hurricanes Katrina and Rita. Coordinated transportation to include buses, trains, and planes. Integral in reestablishing lines of communication between local, state, and federal officials.
- Battery Commander (Baghdad, Iraq and Ft. Cavazos, TX): Commanded a 325-soldier headquarters battery for 15 months which secured part of Baghdad and supported the remainder of our 600-soldier battalion. Responsible for training, maintenance, logistics, accountability, military justice, personnel management, discipline, safety, and caring of all assigned soldiers. Planned and executed a budget of over \$300M.
- Battery Commander (Baghdad, Iraq and Ft. Cavazos, TX): Commanded a 95-soldier firing battery comprised of 6 self-propelled 155mm howitzer sections. For both, responsible for the training, maintenance, logistics, accountability, military justice, personnel management, discipline, safety, and caring of all assigned soldiers and a budget over \$150M.

## EXPERTISE

Operational Planning  
Contingency Planning  
Organizational Leadership  
Project Management  
Emergency Management  
Strategic Planning  
Process Improvement  
Microsoft Excel

## EDUCATION

United States Military Academy, 1996  
Combined Arms Services Staff School,  
2000  
Command And General Staff College,  
2008

## AWARDS

