**Michael Madison, MBA, CFE, BPI**

**Lexington, TX 512-694-2329**

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**Ethics | Fraud | Compliance| HR | Business Operations MANAGER**

Dedicated, intellectually curious ethics, compliance, and business operations manager with extensive experience in continuous improvement, leadership, and ethics and compliance processes. Proven ability to lead and implement initiatives. Partners with cross-functional teams to identify needs and implement training programs that drive growth, and comply with regulatory and internal requirements. Adapts quickly to business requirements, while exercising sound judgment and providing exceptional work product.

**KEY AREAS OF EXPERTISE**

• Project Management • Team Leadership • Compliance

• Data Analytics • Training • Process Improvement

**EXPERIENCE**

**Dell Technologies, Inc.**, Round Rock TX **2001 - 2022**

**Senior Manager, Channel Compliance**, 2018 - 2022

Managed day-to-day operations of Latin and North America, including a deep focus on anti-trust risk, investigating employee misconduct, enforcing contract terms with distributors and partners, and grey market product identification and corrective action.

* Oversaw all aspects of hiring and staffing to successfully execute on strategic planning and other initiatives.
* Quality controlled and coached the team pertaining to all aspects of work regarding internal investigations and other activities.
* Recognized for operational expertise and team enablement for clearing 9-month case backlog upon assuming management of the team.
* Trained and up-skilled existing staff through the implementation of a training and development program and standardized training for the global escalations team, which grew the overall Americas Team by 50%.
* Spearheaded global tool transition to consolidate tool infrastructure into single source case management system.
* Developed and delivered supplemental training for sales representatives including personal delivery of training to over 1000 representatives and team delivery to almost 3000 sales agents.

**Ethics and Compliance Investigator**, 2013 - 2018

Oversaw the personal portfolio management of high value/high complexity investigations within North America involving financial fraud, code of conduct, sexual harassment, discrimination, and cases involving substantial legal risk.

* Leveraged source systems for evidence, conducted interviews, reviewed and documented case findings
* Presented all case findings to Leadership Team and worked cross-functionally with Legal, HR and Corporate Security to drive changes and ameliorate deficiencies.
* Acted as the leader for new analytics team focused on T&E (travel and entertainment), vendor fraud and retaliation detection within the legal department.
* Acted as primary consultant to Global Audit analytics program regarding fraud, waste, abuse, and policy non-compliance by translating core requirements to the Data Science team to build out programming to assess potential violations
* Designed and implemented remedial activities to address the root causes that gave rise to misconduct as well as internal transformational change projects to increase speed and efficiency of case execution and reduced case cycle time by 20%.
* Partnered with Audit leadership on academic exercises with the University of Texas and Guest Lecturer at UT for the MPA program once a semester.
* Assisted in hiring and training of new junior staff.

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**Dell Technologies, Inc.**, Round Rock TX **2001 - 2022**

**Global Portfolio Manager – Fraud Investigations, Global Audit**, 2008 - 2013

Led team of investigators in cases of misconduct, involving financial fraud and managerial misconduct along with various other Ethics related activities.

* Identified evidence from source systems, conducted interviews, documented cases and presented out on findings to Executive team, including L2 Senior Executives.
* Spearheaded efforts to redesign the fraud team to align with strategic goals of the department while assisting with the hiring and training of six global investigative staff (Brazil, India, Malaysia, UK, and China) to facilitate department expansion.
* Consulted on the design and oversaw the implementation and continued execution of the rotational audit program, which successfully rotated several audit staff and summer interns through the fraud program.
* Assisted in the development of foundational framework for “academic audit” in which students from the University of Texas MPA program would perform audit activities in a controlled environment.
* Spearheaded strategic initiative to revitalize proactive fraud engagements (Deterrence Audits) within the department; assumed role as Engagement Manager for first audit to baseline activity and help develop best practices.

**ADDITIONAL RELEVANT EXPERIENCE**

**Project Manager and Technical Roles** at Dell Technologies, Round Rock, TX

**Guest Lecturer** at University of Austin, Texas

**EDUCATION**

**Master of Business Administration, Finance**

**Bellevue University**, Bellevue NE

**Bachelor of Science, Management**

**Park University**, Parkville, MO

**CERTIFICATIONS**

Certified Fraud Examiner (CFE)

BPI (Six Sigma Variant) – Yellow Belt Certified and Green Belt Trained

**TRAINING FACILITATION**

Trainer, Dell Global Audit, Interview skills, Fraud Awareness and Professional Skepticism, Tone at the Top

**PROFESSIONAL DEVELOPMENT**

IBM Data Science Professional Certificate – In Progress

**COMPETENCIES**

**Core**

Project Management | Business Operations | Fraud and Compliance | Teambuilding | Training | Thought Leadership | Cross-functional Collaboration | Stakeholder Management | Change Management | Data Analytics | Process Improvement | Operational Efficiency

**Software**

Microsoft Office Suite (Word, Excel, and PowerPoint) | ACL | Dell Data Warehouse (D3) | Email forensics | Ariba | Concur | SFDC | Tableau