

# Michael Wilson

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## SUMMATION OF PROFESSIONAL STRENGTHS

*Skilled executive level manager with a diverse background including 15 years in law enforcement, technical networking, customer support skills, and several years as a small business owner. Boasts impeccable professional strengths including: communication & organization, personnel training & management, critical thinking & problem solving, public relations, and situational assessment & de-escalation techniques.*

### — Key Qualifications —

- **Leadership** – Designed, built, and operated a pharmaceutical distribution center with a staff of 6 people and a volume of over 15,000 units per week. Spearheaded multiple, complex, simultaneously run investigations into felonious acts with a 100% successful closure rate for all cases resulting in trials. Trained more than 15 officers new to law enforcement.
  - **Customer Support** – Superior talent for gathering vital information to rapidly determine the issue and most expedient course for resolution. Skills honed while working in the tech industry and in public relations as a law enforcement officer and detective.
  - **Project Management** – Brought numerous technical telecommunications projects to completion within strict time and budgetary constraints. Managed all aspects of each project: personnel, scheduling, budgeting, and client communication throughout the lifecycle of the contract.
  - **Technical** – Developed and instituted a multi-tier monitoring platform designed to identify and red-flag suspicious medication orders while operating in compliance with DEA regulations.
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## Professional Experience

Hometown Pharmacy Partnerships, LLC – Rio, WI

**Director of Warehouse Operations, Procurement, and Compliance, 2016 to 2019**

Directed operations of a central distribution facility servicing a chain of more than 70 independently operated pharmacies spanning multiple states. Directed the activities of skilled purchasing agents and warehouse operational staff. Provided Tier 1 and Tier 2 Customer and Technical Support for clients utilizing portable digital devices supporting e-mail and a web-based portal powered by Connectwise and Freshdesk. Provided forecasting and coordinated with third party distributors who offered overnight product delivery.

### *Selected Contributions:*

- Instituted a warehouse management system featuring SQL query data-mining and was designed to be compliant with all DSCSA Regulations. Designed the entire facility to operate within the statutory confines of the FDA, DEA, and State Regulatory Agencies for each State serviced.
- Continuous staff training to ensure optimal job performance through sales of \$350K/week for 15K items/week. Utilized a Freshdesk Customer Support platform and carefully developed targeted training and refresher material to be used by staff and also provide excellent informational sources for client inquiries.

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Sun Prairie Police Department – Sun Prairie, WI

**Police Detective**, 2011 to 2016

Tenaciously ran in-depth criminal investigations into violent felonious acts which included homicide and assault. At times, was leading more than ten investigations simultaneously. Each investigation involved the management of department resources and coordination with exterior agencies and ran from the moment the criminal act was reported through the judicial process to sentencing. Served as a member of the Internet Crimes Against Children task force and as a Qualified Investigator in Fire Origin and Cause, in conjunction with the Multi-Agency Fire Investigation Team for Dane County.

*Selected Contributions:*

- Achieved 100% successful closure rate for criminal cases at trial.
- Liaised with outside criminal justice agencies during investigations spanning multiple jurisdictions while managing the particulars of each case from launch to conclusion.

Sun Prairie Police Department – Sun Prairie, WI

**Law Enforcement Officer**, 2002 to 2011

Performed all duties required of a law enforcement officer which encompassed continuous efforts to maintain the trust of the public, de-escalating potentially violent situations, evidence chain integrity, thorough reporting, investigating suspicious behavior and activities, and executing arrests.

*Selected Contributions:*

- Fostered an atmosphere of mutual respect, trust, and confidence with the general public regardless of how tense or stressful the situation.
- Honored to have served as a training officer to over 15 newly acquired law enforcement officers.

*Earlier Pertinent Employment History:*

*Business Owner – Spinning Props, LLC (Drone based imagery, FAA Part 107 Licensed)*

*Network Engineer Project Manager for Teng & Associates of Chicago, IL*

*Data Network Engineer for Charter Communications*

*Applications Engineer for Electronic Theatre Controls of Middleton, WI*

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## Educational Background

**Bachelor Degree**, Physics

University of California, Berkeley – Berkeley, CA

**Master Degree**, Business Administration

University of Wisconsin – Parkside, WI (Expected completion 2020)

Founding Member in Good Standing of the Board of Directors – Rio Area Historical Society