

PRISCILLAR McMILLAN

Strategic Operations Executive | Digital Transformation Advisor | Business Intelligence & Performance Leader

Cell: +1 775 444 2442 | Email: priscillarmcmillan@gmail.com | linkedin.com/in/priscillar-mcmillan | Reno, Nevada, USA | *Immediately Available for Relocation to Zambia*

PROFESSIONAL PROFILE

Accomplished strategic operations and digital transformation executive with over 10 years of progressive leadership experience advising C-suite and senior government stakeholders across consulting, international development, and public sector environments. Recognized for translating executive strategy into high-impact operational execution, driving enterprise digitization, performance optimization, and data-led decision-making in complex, highly regulated, and resource-constrained contexts.

Demonstrated success leading multi-million-dollar transformation portfolios, delivering measurable ROI through process automation, governance frameworks, KPI systems, and change leadership. Adept at operating at the intersection of strategy, technology, and people, with a proven ability to align executive vision, frontline adoption, and regulatory compliance. Brings a rare blend of Zambian market fluency, Deloitte consulting discipline, and U.S. MBA-level strategic rigor to organizational transformation mandates.

CORE EXECUTIVE & LEADERSHIP COMPETENCIES

- Executive Advisory & Strategic Planning
- Digital Transformation & Enterprise Systems Strategy
- Operational Excellence & Continuous Improvement (Lean, Kaizen)
- Business Intelligence, Analytics & KPI Frameworks
- Organizational Change & Stakeholder Leadership
- Data Governance, Risk & Regulatory Compliance
- Process Re-engineering & Automation
- Performance Management & SLA Design
- Cross-Sector Engagement (Government, Donors, Private Sector)
- Capacity Building & Executive Reporting

TECHNICAL & STRATEGIC TOOLKIT

- **Business Intelligence & Analytics:** Power BI, Tableau, SPSS, STATA, Advanced Excel
- **Enterprise Systems:** Workday, Salesforce, Knack, Database Architecture
- **Automation & Integration:** n8n, Zapier, GoHighLevel
- **Continuous Improvement:** Lean, Kaizen, SOP & Operating Model Design
- **Governance & Compliance:** HIPAA, FERPA, ORR, Federal Reporting
- **Instructional Design & EdTech:** LMS Platforms, Learning Analytics, Canva

EDUCATION & ACADEMIC HISTORY

- **Master of Business Administration (MBA)** – Strategic Management & Business Analytics | University of Nevada, Reno | 2025
- **PhD Candidate – Information Technology in Education** | University of Nevada, Reno (*In Progress*)

SELECTED CAPABILITIES & VALUE PROPOSITION

Executive Advisory & Strategic Translation

- Trusted advisor to executive leadership, translating C-suite strategy into clear, executable operational and digital initiatives
- Aligns organizational objectives with delivery frameworks, governance structures, and performance metrics

- Supports leadership decision-making through structured analysis, scenario planning, and strategic reporting

Digital Transformation & Enterprise Modernization

- Leads end-to-end digital transformation programs, from strategy design to system implementation and adoption
- Modernizes legacy systems into scalable, secure digital platforms aligned with organizational growth objectives
- Balances innovation with operational continuity, data integrity, and regulatory compliance

Data-Driven Decision Architecture

- Designs executive dashboards, KPI frameworks, and business intelligence platforms for real-time visibility
- Converts complex operational data into actionable insights that drive faster, evidence-based decisions
- Establishes enterprise reporting standards that improve consistency, accuracy, and leadership confidence

Operational Excellence & Process Optimization

- Applies Lean, Kaizen, and continuous improvement methodologies to eliminate inefficiencies and optimize workflows
- Delivers measurable productivity gains through process redesign, automation, and standard operating models
- Improves service delivery outcomes in high-pressure, resource-constrained environments

Change Leadership & Stakeholder Alignment

- Drives organizational change through executive sponsorship, structured communication, and frontline engagement
- Manages resistance to change by aligning people, processes, and technology around shared outcomes
- Achieves high system adoption rates through practical training and continuous support models

Governance, Compliance & Risk Management

- Designs and enforces data governance and compliance frameworks aligned with regulatory and donor requirements
- Ensures audit readiness while enabling operational agility and digital scalability
- Mitigates organizational risk through strong controls, monitoring, and accountability mechanisms

Public Sector & Policy Advisory Expertise

- Advises government institutions and policymakers using rigorous research, analytics, and economic forecasting
- Produces high-impact analytical outputs that inform policy decisions and large-scale public investments
- Communicates complex findings clearly to senior public officials and funding partners

Cross-Sector & Multicultural Leadership

- Brings consulting discipline, public-sector insight, and international development experience into one advisory lens
- Operates effectively across government, private sector, nonprofit, and donor-funded environments
- Builds credibility with diverse stakeholders—from boardrooms to operational teams

Capacity Building & Knowledge Transfer

- Designs and delivers training programs that strengthen institutional capability and long-term sustainability
- Mentors teams and leaders on analytics, performance management, and digital tools
- Embeds knowledge transfer into transformation initiatives to reduce dependency on external consultants

Zambian Market Insight with Global Perspective

- Deep understanding of Zambia's regulatory, institutional, and operating environment
- Combines local market fluency with international best practices and global consulting standards
- Offers pragmatic, context-aware solutions that are both locally relevant and globally competitive

PROFESSIONAL EXPERIENCE

Strategic Advisor – Digital Transformation & Operations | Northern Nevada International Center (NNIC), Reno, Nevada | 2022 – Present

Brief Profile: Serve as principal strategic advisor to the Executive Director and senior leadership team, overseeing enterprise transformation of a USD 2.5M+ operational portfolio supporting federally funded refugee resettlement programs across six service delivery departments.

Key Performance Indicators:

Executive Advisory & Strategic Leadership

- Partner with executive leadership to define and secure approval for a comprehensive enterprise data and digitization roadmap, balancing federal compliance (ORR, HIPAA) with operational efficiency and scalability.
- Provide quarterly executive briefings and board-level insights, identifying gaps between strategic intent and operational execution with evidence-based corrective actions.
- Led organization-wide system modernization, successfully migrating legacy databases to an advanced Knack platform delivered on time, within budget, and with zero data integrity failures over a 14-month implementation.

Digital Transformation & Operational Excellence

- Spearhead digitization of end-to-end workflows across RCA, PC Gaps, and PC ICM programs, reducing case processing cycles by 75% (21 days to 3–5 days) and accelerating client service outcomes.
- Conduct enterprise-wide requirements analysis, business process mapping, and user journey design across six departments to inform solution architecture.
- Design and execute a structured change management and training program, achieving 95%+ system adoption across diverse user groups.
- Implemented workflow automation reducing manual data entry by 40% and improving reporting accuracy from 82% to 98%, reallocating staff capacity to higher-value client engagement.

Business Intelligence & Governance

- Established executive KPI dashboards providing real-time operational visibility, enabling proactive leadership intervention and optimized resource allocation.
- Designed and institutionalized data governance frameworks ensuring sustained HIPAA and federal compliance, maintaining zero audit findings over multiple audit cycles.
- Reduced executive decision-making lead time from weeks to days through actionable, insight-driven reporting.

Adjunct Instructor & Instructional Designer, University Of Nevada, Reno – College Of Business | Reno, Nevada, August 2023 – Present

Key Performance Indicators:

- Teach business, entrepreneurship, and instructional design, leading the design and delivery of BUS 101 (Introduction to Business) for cohorts of 45+ students per semester with experiential and game-based learning that drives measurable gains in engagement, comprehension, and knowledge retention.
- Leverage institutional Learning Management Systems (LMS) to architect course delivery, assessment frameworks, and learning analytics, enabling data-driven identification and support of at-risk students.
- Apply advanced instructional design principles to develop multimedia learning assets using Canva and digital authoring tools, ensuring accessibility and alignment with diverse learning styles.
- Utilize Workday and Salesforce platforms for student records management, enrollment tracking, and communication workflows, effectively bridging academic delivery with enterprise administrative systems.
- Provide structured mentorship and career advisory support, linking business theory to practical applications in consulting, digital transformation, and international development.
- Collaborate with College of Business faculty on curriculum innovation and education technology adoption, contributing strategic insights on digital learning tools, student success frameworks, and instructional effectiveness.

Strategic Research Advisor (Contract) | Nevada Tech Hub | Reno, Nevada | 2023 – 2024

Key Performance Indicators:

- Served as a strategic advisor to state-level policymakers on technology-sector workforce development, delivering labor market intelligence, economic trend analysis, and future skills forecasting to inform public policy.
- Co-authored high-impact analytical reports that directly influenced over USD 15 million in state technology investment decisions, presenting evidence-based recommendations to senior government and industry stakeholders.
- Designed and deployed executive data visualization dashboards tracking regional economic and workforce indicators, enabling real-time insight and data-driven policy formulation.

Management Consultant – Operations & Digital Strategy, Dhaus | Lusaka, Zambia | 2021 – 2022

Key Performance Indicators:

- Provided C-suite advisory services across mining support services, manufacturing, and public sector organizations.
- Conducted enterprise diagnostics identifying 20–35% efficiency improvement opportunities through process redesign and digital enablement.
- Designed multi-site digitization roadmaps aligned to corporate strategy and execution readiness.
- Led change initiatives securing executive sponsorship and frontline buy-in across hierarchical organizations.

Business Process Consultant | Deloitte Zambia | Lusaka, Zambia, 2020 – 2021

Key Performance Indicators:

- Supported multinational clients on enterprise transformation initiatives, delivering future-state operating models aligned with growth and efficiency objectives.
- Developed executive dashboards and BI frameworks tracking KPIs across USD 50M+ portfolios.
- Facilitated C-suite and senior leadership workshops, translating business needs into technical and operational solutions.
- Delivered executive-level presentations supported by quantified business cases and risk mitigation strategies.

Strategic Information Advisor | National HIV/AIDS/STI/TB Council (NAC) | Lusaka, Zambia 2018 – 2020

Key Performance Indicators:

- Advised senior government leadership on national health program performance, influencing allocation of USD 120M+ PEPFAR and Global Fund resources.
- Designed national M&E and KPI frameworks covering 72 districts, enabling evidence-based policy decisions.
- Conducted advanced statistical analysis using SPSS and STATA.
- Built institutional capacity by training 50+ professionals across ministries on data governance, analytics, and performance management.

Career Guidance Teacher | Ministry of Education | Zambia | 2013 – 2018

Key Performance Indicators:

- Developed career guidance content and taught career guidance and civic education.
- Helped organize career expos for students.
- Served as a trainer of trainers for fellow educators.
- Partnered with nonprofit organizations serving girls to train over 5,000 girls in menstrual health.

EXECUTIVE IMPACT HIGHLIGHTS

- Delivered 75% reduction in operational cycle time through enterprise digitization.
- Led USD 2.5M+ transformation portfolio, achieving 40% productivity gains with zero compliance breaches.

- Influenced USD 15M+ public sector technology investments through strategic research and executive advisory.
- Enabled near real-time executive decision-making through enterprise KPI dashboards.
- Built cross-sector credibility across Deloitte consulting, government ministries, and international development organizations.

LEADERSHIP EXPERIENCE

- **Governor's Office of Economic Development (GOED), Nevada** | Member, Leadership Council
- **Crown of Faith, California** | Board Member | 2025 – Present
- **Plastic for Change** | Board Member | 2022 – Present
- **Mandela Washington Fellowship for Young African Leaders** | Mandela Washington Fellow | 2022

SURVEY/ASSESSMENT, RESEARCH & EVALUATION EXPERIENCE

- **Oxfam – Her Future, Her Choice (HFHC) Project** | Data Collection | February – March 2021: Collected data for the Health Facility Audit and Quality of Care Assessment of 37 health facilities in Chibombo and Namwala districts. HFHC is a four-year project that strengthens sexual and reproductive health and rights (SRHR) for adolescent girls and young women in and out of school.
- **Vision Aid Overseas** | Consultant | January – February 2021: Conducted the end-line evaluation of a project that expanded access to eye health and optometry services through the establishment of Vision Centres.
- **Zambia Red Cross Society (ZRCS)** | Qualitative Expert | October – December 2020: Conducted a Knowledge, Attitudes and Practices (KAP) survey on COVID-19 and water, sanitation and hygiene (WASH) behaviors, mapping the drivers, bottlenecks and communication channels that shaped COVID-19 response measures in Lusaka, Chirundu and Kapiri-Mposhi districts.
- **University of California, San Francisco (UCSF)** | Principal Investigator | December 2019: Led the midterm evaluation of the CDC-supported Data Quality Monitoring and Improvement project.
- **Safe Love Evaluation** | Co-Investigator | October 2019: Assessed the impact of HIV prevention interventions.
- **Safe Love Campaign Rapid Survey II** | Co-Investigator | January 2019: Assessed exposure to Safe Love Campaign interventions.
- **Birth Plans Initiative Operations Research** | Co-Investigator | December 2018: Assessed the implementation, acceptability, usability and usefulness of birth plans.
- **Safe Motherhood Formative Research** | Co-Investigator | August 2018: Conducted formative research on family planning and antenatal care, alongside a Safe Love Campaign rapid survey on exposure to campaign interventions.
- **Reformed Church in Zambia – TEAR Fund Australia** | Evaluation Team Member: Contributed to the end-of-project evaluation for the Diaconia Department across five sites on the Copperbelt, which used mobile data collection devices for fieldwork.

CONFERENCE PAPERS & PRESENTATIONS

- Chen, L.-T., Liu, L., Akuoko-Mensah, I., Teye, E. Q., Chu, P., & **McMillan, P.** (2026, March 23–27). *Modern technology to enhance multiple means of learning: Customized GenAI, immersive virtual reality, and AI-generated videos* [Panel presentation]. Society for Information Technology & Teacher Education (SITE) International Conference 2026, Philadelphia, PA, United States.

PUBLICATIONS

- Alford, R., **Banda, P.**, Barajas, M., Borenstein, R., Canales, E., Cruz, D., Greb, C., Guerbert, L.-A., Levin, K., Madura, R., Merriner, R., Morehouse, L., O'Donnell, L., Parker, R., Posey, N., Ryan, W., Sadrian, M., Tse, F., Weynand, A., . . . Zuniga, S. (2025). *A comprehensive examination of Nevada's advanced manufacturing industry sector's value network and supply chain* (Technical Report UCED 2024/25-13). University Center for Economic Development, College of Business, University of Nevada, Reno.

References available upon request.