

**Lila S. Markley**  
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## SUMMARY

Primary interests are to provide hands on support in the field of social work for vulnerable individuals and groups through consultation, mediation, education, and counseling. Skilled in developing creative solutions by bringing together individuals and organizations with diverse backgrounds. Certified by the NC Dispute Resolution Commission (NCDRC) for Mediated Settlement Conferences and NC District Court mediation. Previous contract manager with over 30 years' experience in negotiating contracts, leading project teams, and managing global telecommunications operations for Fortune 100 companies.

## PROFESSIONAL EXPERIENCE

- 2015 to Present**      ***Educator*** working with middle and high schools to deliver conflict transformation classes and peer mediation workshops. Provide workshops to student, community, and professional organizations on conflict transformation topics, mediation, and negotiation  
***Mediator*** for NC District Court and NC Superior Court Mediated Settlement Conferences.  
***Editor*** for academic books and manuscripts – Chicago Manual Style (CMS) and American Psychological Association style (APA).
- 2018 to 2019**      **ReDirections of Rockingham and Alamance County, Inc.**  
***Director for NC District Court Mediation Services - Alamance County.***  
Led a volunteer staff of mediation professionals. Interfaced with all levels of district court personnel to schedule, review, and dismiss district court cases.
- 2002 to 2015**      **AT&T, Greensboro, North Carolina**  
***Business Manager.*** Responsible for contract negotiations, contract governance, and developing global sales opportunities for strategic financial services clients.  
***Client Solutions Executive.*** Managed a sales team responsible for delivering telecommunications technologies to strategic financial services clients.  
***Client Relationship Director.*** Led a global team of Client Relationship Managers responsible for resolution of client concerns with service delivery and contract compliance. Broad experience working with clients in Europe, Asia Pacific, and Latin America.
- 1985 to 2002**      **American Express, Phoenix, Arizona**

***Project Director/Product Manager.*** Led a global cross-functional team tasked with the development of a new organization to manage telecommunications networks.

***Six Sigma Black Belt/Project Manager.*** Responsible for deployment and management of Six Sigma projects in the American Express Telecommunications Technologies organization.

***Manager/Operations Leader.*** Managed engineering and technician teams responsible for monitoring and management of the telecommunications network.

## EDUCATION

<b>2021 to present</b>	<b>Master of Social Work</b> University of North Carolina, Chapel Hill
<b>2019 to present</b>	<b>Bachelor of Fine Arts</b> University of North Carolina, Greensboro, North Carolina
<b>2011 to 2014</b>	<b>Master of Arts in Peace and Conflict Studies</b> University of North Carolina, Greensboro, North Carolina
<b>1990 - 1995</b>	<b>Master of Business Administration/ Operations Management</b> Wake Forest University, Winston Salem, North Carolina
<b>1974 - 1978</b>	<b>Bachelor of Science, School of Health and Human Services</b> University of North Carolina, Greensboro, North Carolina

## PROFESSIONAL CERTIFICATIONS

***Editing*** certification in March 2021, University of Chicago. Proficient in Chicago Manual Style and American Psychological Association (APA)

***NC District Court Mediation*** for Rockingham and Alamance County

***NC Superior Court Mediated Settlement Conferences***

***Project Management Professional (PMP)***

***Six Sigma Academy Black Belt***

## ORGANIZATIONS

Association for Conflict Resolution (ACR)

Project Management Institute (PMI)

## VOLUNTEER AND COMMUNITY SERVICE

**ReDirections of Rockingham and Alamance County, Inc.** - mediator and instructor

**Community Ventures, Inc.** - sponsors social entrepreneurs and organizes community dialog

**The GreatFull Plate, Inc.**- an organization dedicated to providing individuals and their families, who struggle with financial insecurity, a voice and support system