

ZEQUILLE LLC

HUMAN-CENTERED OPERATIONAL EXCELLENCE, LEADERSHIP & CHANGE
MANAGEMENT CONSULTING

CAPABILITY
STATEMENT

COMPANY OVERVIEW

Zequille LLC is a woman-owned consulting firm specializing in operational excellence, organizational change management, leadership development, and workforce engagement. With more than 18 years supporting enterprise banking, healthcare, transportation, technology, and nonprofit environments, the firm helps organizations reduce operational friction, strengthen stakeholder alignment, and improve team effectiveness across complex, high-compliance settings. Our approach combines enterprise operational expertise with human-centered leadership strategy. We support release and change coordination, Agile delivery transitions, service delivery improvement, and governance readiness, while building the communication and engagement practices that make change durable rather than disruptive.

CORE COMPETENCIES

- Organizational Change & Release Management
- Agile / Scrum Delivery & Waterfall-to-Agile Transition
- Program & Project Management Support
- IT Service Management (ITSM) & ITIL Processes
- Operational Readiness & Governance Support
- Process Improvement & Operational Efficiency
- Risk Mitigation & Change Governance Support
- Leadership Development & Facilitation
- Workforce Engagement Strategies
- Stakeholder Engagement & Communication
- Cross-Functional Team Coordination
- Executive Communication & Reporting
- Service Delivery Optimization
- Customer Experience & Relationship Management

DIFFERENTIATORS

OPERATIONAL EXCELLENCE

18+ years strengthening release, change, and service operations across enterprise banking, healthcare, transportation, and technology environments.

AGILE & CHANGE DELIVERY

Hands-on leading a Waterfall-to-Agile transition, facilitating Scrum ceremonies and sprint planning, paired with leadership development so adoption holds after handoff.

HIGH-COMPLIANCE FLUENCY

Proven coordination inside regulated, audit-heavy settings including enterprise cybersecurity release operations on Trellex and Skyhigh platforms.

MEASURABLE OUTCOMES

Track record of reducing SLA breaches, improving stakeholder alignment, and lifting customer satisfaction across multi-site, multi-team operations.

PAST PERFORMANCE

Bank of America

Cybersecurity Release Manager, Network & Web Security Platforms

Manages enterprise release and change operations supporting critical cybersecurity infrastructure on Trellex and Skyhigh platforms. Currently leading the team's transition from Waterfall to Agile delivery, facilitating Scrum ceremonies and sprint planning while coordinating governance-aligned implementation, risk mitigation, and cross-functional stakeholder communication.

CompuCom

IT Service Delivery Manager, Customer Success

Managed enterprise client relationships representing over \$7M in annual revenue across healthcare and retail sectors. Improved customer satisfaction scores, reduced SLA breaches by 85%, and led operational improvement initiatives spanning 10+ locations and 30+ technicians.

Texas Department of Transportation (TxDOT)

Senior ITSM Analyst

Led service management reporting initiatives, built executive-facing operational dashboards, and supported stakeholder communication strategies that improved service delivery efficiency and organizational visibility.

Citi

Global IT Change Manager

Coordinated enterprise change management across global IT environments, strengthening stakeholder alignment, communication processes, and operational readiness for high-impact changes.

CERTIFICATIONS & CIVIC ENGAGEMENT

- Six Sigma Black Belt
- ITIL v3 Foundations
- PMP (Project Management Professional)
- PRINCE2 Foundation
- HIPAA / PHI Certified
- Board Member, Entrepreneurship for Everyone (EFE)
Ongoing volunteer support to CTW Community Council on digital transformation and workforce engagement initiatives.
- Sectors Served
Government, Banking, Healthcare, Transportation, Technology, Nonprofit

UEI: **TZNVEKJFCA17** | NAICS: **541611** (Primary), 541612, 541618, 611430

Woman-Owned Small Business
(WOSB certification in process)

Zequille McLean, Founder

972-800-6362

contracts@zequillellc.com

www.zequillellc.com