



MICHELLE CULLERS-HICKERSON, OWNER+PARTNER SageLink Solutions Group, LLC | Transforming Tech + Communications

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SINGLE-SOURCE SOLUTION ARCHITECT: IDEATION TO EXECUTION

Connecting Organizations to Solutions via Collective Intelligence | Representing 170+ Carrier + Cloud Service Providers | Procurement, Vendor Selection + Contract Execution

Clients: Virtual CTOs, Chief Business Officials + Tech Directors

Industries: Education, Public Sector, Healthcare + Small/Medium Business

PILOT AT THE HELM: CHAMPIONING CUSTOMER CHOICE, DRIVING TECHNOLOGY/COMMUNICATIONS

SUPERHERO TO SMALL + MEDIUM ENTERPRISE ORGANIZATIONS

Michelle Hickerson's superpower is architecting practical solutions to meet customers' technology + communications needs. Placing client satisfaction as a top priority, she deploys business savvy + cements relationships to pave the road to successful outcomes. Her passion for providing solutions that achieve clients' strategic objectives while also buttressing the bottom line with vigor is fuel that drives her.

AVIDLY FOCUSED ON FREEDOM OF CHOICE + CHECKS OFF EVERY BOX FOR CLIENT SATISFACTION

As a trusted tech advisor, Michelle's impeccable reputation in delivering innovative outcomes nationwide has resulted in durable relationships with an impressive list of 170+ high-quality communications providers (security, voice, data, cloud, etc.).

Not beholden to any one vendor + partnering with numerous suppliers, she enables tech + business execs in healthcare, government + corporate enterprises to customize products/services for unique needs. Tailoring quality solutions while negotiating on behalf of her clients ensures a perfect fit, while also saving time + money for all parties.

I have a plethora of suppliers at the ready to provide the highest-quality lowest-cost solutions. It's a win-win proposition.

With more than 20 years' experience in the communications industry, including working for a tech behemoth + navigating amid the bureaucratic labyrinth of governmental establishments, Michelle offers a vast knowledge repository that her customers have come to rely upon. Her ability to parse through the quagmire of available solutions is immeasurable. Recognizing that no single approach is the right one for every client, she remains abreast of latest tech trends + bleeding edge products + services.

Michelle's commitment to her clients is changing the way they meet tech challenges head on. Michelle's unbiased modus operandi to helping her clients analyze their pain points, drilling down to what's needed and wanted, separates her from the pack.

COMMITTED TECHNOLOGY PARTNER

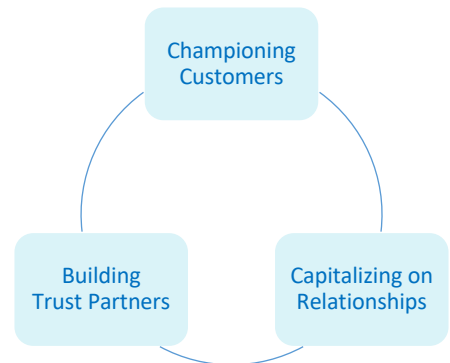
As Owner and Partner of SageLink Solutions Group – a vendor-neutral technology solutions provider – Michelle is committed to setting the new standard for acquiring the tech her clients need to move forward with their business strategies and goals.

Prior to her current role, Michelle Hickerson gained unparalleled experience in the technology space, while also establishing herself as a respected trust partner.

While working at AT&T, she grew her territory over 25% by partnering with her client providing them with not only the best solution but also a solution at competitive pricing. Michelle continues this partnership trust through SageLink, doggedly securing the best + most cost-effective solutions available for her clients as she accompanies clients from procurement to vendor solution through to contract negotiation + execution.

During 8-years' advisory experience with Infinity Communications + Consulting, Michelle piloted the Federal Schools + Libraries Program + Universal Service Fund (E-rate) waters. Among results, she secured millions of dollars in federal funding for one client's tech modernization, integral to Infinity's revenue nearly doubling during Michelle's tenure.

Widely known for integrity, honesty and competency, Michelle Hickerson underpins all results with meticulous attentiveness + savvy insights amid high-stakes conversations and negotiations. With a focus on problem solving at every turn, Michelle's ability to create a win-win solution is unwavering.



Snapshot: Leveraging Strengths + Guiding Change

- **Stellar Solution Negotiator** | Resolved 18-mo. dispute between AT&T + school district in 6 mo., landing 5-year, \$1M high-margin contract.
- **Customer-centric Trust Partner** | Repaired customer service relationships by "walking the walk + talking the talk" signing on 6 new clients and growing revenues 4-6% + \$7.5M over 3 years.
- **Enduring Relationship Conservator** | Known for integrity and loyalty, established long-term, multiple vendor, supplier, and provider resources equipping clients with top-tier solutions.

Value Drivers | Education

- Exceptional executive acumen + **deep Rolodex** acquired via intuitive networking. Over the years, Michelle Hickerson has vetted out and cultivated long-term, mutually rewarding relationships with business partners + national accounts.
- Fundamental to success with **small- and large-scale collaborations** is her ability to navigate complexity to get to the root of every single problem + challenge. It is only by performing as the client's **1:1, exclusive point of contact bringing end-to-end solutions to the table** that you garner a reputation as a trusted partner who will be with you every step of the way.

Bachelor of Science, Business Management

University of Phoenix, Fresno, CA

