



Silah Williams, MBA

Management Consultant

PROFESSIONAL PROFILE

Silah Williams brings a wealth of leadership and consulting experiences to National Business Advisory Group, Inc. As a management consultant, Silah has led large, complex consulting projects and provided consultative services to multi-billion dollar corporations, healthcare systems, non-profit organizations and federal agencies. Over the past several years, Silah has assisted organizations with gaining a clear understanding of the needs and concerns of its key stakeholders as well as the effectiveness and efficiency of its operational process. In conjunction with that work, Silah has used various forms of research methodologies to collect and analyze data to uncover its true meaning. The information collected has been instrumental in facilitating process improvement; implementing change throughout various organizations; and ultimately improving overall business performance metrics. Since transitioning to the management consulting industry ten years ago, Silah has been recognized for his analytical skills and strategic approach to setting and attaining goals.

In addition to his experiences as a management consultant, Silah spent over ten (10) years in the banking industry serving in key leadership roles for Bank of America, Wachovia Bank, and Washington Mutual Bank. These roles included experiences in the Retail Banking, Private Wealth, and Commercial Banking divisions. He continues to use the foundational experiences learned in the banking industry to guide his approach to understanding the needs of his clients and developing a strategic plan to assist them with overcoming challenges and attaining goals.

Mr. Williams is a recognized leader in the community and has received awards for his leadership. In 2009, he received the *Financial Services Champion of the Year* award from the Small Business Administration (SBA) of Georgia, for his consulting services and assistance to business owners.

Currently, Silah serves as a MBA program coach at Kennesaw State University. In this role, Silah provides assistance and guidance to students matriculating through the ExecutiveMBA graduate program.

Silah holds a Bachelor of Science degree in Business Management from North Carolina A&T State University; a Master of Business Administration (MBA) degree from Kennesaw State University; and a Project Management Certification from Georgia State University.

National Business Advisory Group, Inc.
www.mynbag.com

EDUCATION

Master of Business Administration (MBA)
Kennesaw State University

Bachelor of Science: Business Management (BBA)
North Carolina A&T State University.

Project Management Certification
Georgia State University

AWARDS/RECOGNITION

In April 2009, Silah was presented with the *Financial Services Champion of the Year* award by the Georgia Small Business Administration (SBA). This award was in recognition of his consulting and guidance to business owners in their business operational process.

PAST PERFORMANCE

- **Client: Top 10 U.S. Banking Institution**
 - Customer Satisfaction Survey
 - Employee Engagement Survey
 - Variance Study
- **Client: 4th Largest Automotive Retailer**
 - Employee Engagement Survey
 - Leadership Development Training
 - Executive Coaching
- **Client: Federal Agency**
 - National Survey of U.S. Banks
- **Client: Healthcare System**
 - Employee Engagement Survey
 - Patient Satisfaction Survey
- **Client: Industrial Supply Company**
 - Employee Engagement Survey
 - Variance Study
- **Client: Large Non-Profit Organization**
 - Corporate Partner Satisfaction Survey
 - Member Satisfaction Survey
 - Needs Analysis