



## Michelle McClurg, Chief Operating Officer and Member of the Executive Committee

Michelle McClurg, Chief Operating Officer and Member of the Executive Committee Michelle McClurg brings more than 40 years of corporate management experience to the EGS team. Her background includes 30 years with AT&T with an emphasis on new initiatives, process improvements and cost reductions. Ms. McClurg has provided project management leadership for several Fortune 100 companies including IBM, AT&T and Hewlett-Packard. She has successfully directed global projects in more than 31 countries, setting new standards in client satisfaction.

Ms. McClurg has worked with several franchisors in their development and operations efforts. As the Director of Franchise Relations, Ms. McClurg planned and facilitated franchise training programs and domestic and international Discovery Days. She has managed the successful openings of multiple new franchise locations, including planning, budgeting, loan acquisition, construction, equipment and décor. Additionally, Ms. McClurg was responsible for the design, development, and delivery of procedures, processes, forecasting and tracking the Franchise Resale Program and International Franchise Development Program. She has consulted with startup companies assisting with FDDs, marketing documents, process and procedures and lead tracking.



Ms. McClurg brings invaluable organizational and management skills to EGS . She services as the Chief Operating Officer for Edwards Global Services and is responsible for the daily operations of the company.

She has successfully executed multiple concurrent global projects and has received numerous awards and accolades from companies and customers alike. Ms. McClurg has been the recipient of five National Excellence Awards for sales, client satisfaction, process improvements and cost initiatives in addition to regional and local commendations and awards. In 2013 Ms. McClurg was awarded the Certified Franchise Executive (CFE) designation.

Ms. McClurg has been a licensed real estate broker in the State of Colorado for more than 20 years.

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