

STEVE CARTER, PMP

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AREAS OF EXPERTISE

- Program Management
- Major transformation initiatives
- Project Management Office (PMO)
- Project Management
- Collaborative Leadership
- Process Improvement
- Change Management
- Client Engagement
- Team Building

PROFESSIONAL EXPERIENCE

EMPOWERED BENEFITS, Charlotte, NC

2013- 2014

VP-Operations March 2013 to September 2014

- Managed the operations and client support team for this online benefits enrollment and administration business.
- Coordinated the overall process for new benefits administration clients, from requirements gathering to solution delivery. Deliverables included online portal for employee enrollment, admin portal for company HR access, core database for client data, and files/feeds to insurance carriers and payroll providers.
- Coordinated the daily client support process for capturing issues or new requests, analyzing root cause, impact, and cost, and prioritizing the work through our development team.
- Managed the daily activities of Relationship Managers, Business Analysts, Project Managers, and Software Developers. Coordinated the overall prioritization process of tasks associated with the development lifecycle.
- Identified and implemented new and enhanced processes and tools to better equip the Operations team with what they needed to ensure quality and timely delivery to the client.
- Partnered with Sales team to quote and deliver new client proposals.
- Participated as part of the company management team in setting strategy and direction for the company.

AON HEWITT, Charlotte, NC

2011-2013

Implementation Manager for HR BPO Initiatives

- Marriott International Jan 2013 to March 2013
- ServiceMaster, Inc. Sep 2011 to Jan 2013
- Managed the overall re-implementation of Business Process Outsourcing (BPO) systems/ services for Marriott International. Coordinated efforts of IT, Operations, Service Center, and Change Management teams to ensure an integrated approach and a "soft landing" for the client. Work streams included workforce administration (including PeopleSoft and proprietary manager and employee self-service tools), learning management systems, and employee support center.
- Managed the overall implementation project for the ServiceMaster, Inc. client BPO initiative. Completed the 16 month effort on time, with minimal issues, and high client satisfaction. Work-streams included payroll, workforce administration (including PeopleSoft and proprietary manager and employee self-service tools), absence/leave management, learning management systems, and employee support center.
- Served as primary liaison with the customer leadership team, defining program level governance processes, and leading all scheduled project update meetings with the customer.
- Kept Aon Hewitt business leaders up-to-date on project status, issues, and escalation needs.
- Created and implemented project management guidelines, tools, and processes to ensure consistency across work-groups and effective governance and controls.
- Worked with individual work stream PMs to ensure all cross-team work was aligned to create a cohesive transition for the client.
- Worked with the client PMO Lead to ensure their internal work and projects were aligned with this implementation work, and that all client tasks were completed on time.

WELLS FARGO / WACHOVIA / FIRST UNION, Charlotte, NC 1995 – 2010

Manager, Wells Fargo Corporate HR Project Management Office 2009 – 2010

- Led the Wells Fargo Corporate HR PMO, with 22 Project Managers, Project Coordinators, and Business Process Consultants. Developed, coached and assigned project resources for prioritized projects.
- Created and implemented transition plans to evaluate multiple PMO models, templates, and practices from the two legacy orgs, and to define the go-forward model.
- Served as a program manager for the Corp HR Wells Fargo / Wachovia integration leadership team. Monitored all HR integration projects with regard to scope, schedule, and budget, and reported HR progress to the enterprise integration leaders.
- Defined and implemented Interim Parallel Operations guidelines for HR, to assist with cross-org process help while we were still on separate platforms and systems.
- Defined and implemented a revised Corp HR project methodology, working with key leaders and partners to ensure full adoption and compliance.
- Implemented new monthly leadership reviews of major project statuses, business cases, and issues. Developed executive summary documents to capture rolled up status info from all PMs.

Manager, Wachovia HR Project Management Office 2005 – 2008

Sr. Project Manager, First Union / Wachovia HR Shared Services 2001 – 2005

Director, HR Enterprise Initiatives Team, First Union HR 2000 – 2001

HR Team Leader 2, First Union Automation and Operations HR Team 1999 – 2000

HR Team Leader 1, First Union Automation and Operations HR 1998 – 1999

HR Specialist, First Union Automation and Operations HR 1995 – 1998

EQM, INC., Spartanburg, SC

1990 – 1995

TQM Consultant

TEXAS INSTRUMENTS, Dallas, TX

1984 – 1990

Manufacturing Manager, Harpoon / Tomahawk Cruise Missile Programs

EDUCATION

BS, Industrial Management, Georgia Tech, Atlanta, GA

PROFESSIONAL AND CIVIC INVOLVEMENT

Member, Project Management Institute (PMI), Project Management Professional (PMP) certification

Member, Society for Human Resource Management (SHRM)

Former Board Member / Secretary for the Metrolina Regional Scholars Academy (Charter School)