

WESLEY CARTER, D.M.

(704) 453-9520 • wesley@wesley-carter.com • [LinkedIn Profile](#)

Operations & Strategic Leadership | Process Optimization | Cross-Functional Team Management

Results-driven Director of Operations / Senior Operations Manager with 17+ years of experience leading large-scale operational programs, process improvements, and enterprise-wide initiatives. Expertise in business operations, stakeholder management, Lean Six Sigma, and strategic execution. Adept at aligning business goals with operational excellence, optimizing workflows, and delivering high-impact results in fast-paced, matrixed environments.

CERTIFICATIONS

- Lean Six Sigma Black Belt Certification
- Certified Scrum Master (CSM)
- Agile Fundamentals
- Generative AI Green Belt
- Business Coaching Certification, North Carolina State University
- ITIL 4 Foundation Certification, PeopleCert
- Technology Leadership

CORE COMPETENCIES

- Stakeholder Alignment & Dependency Management
- Cross-Functional Team Coordination
- PMO & Change Management
- Agile, ITIL, Lean Six Sigma Methodologies
- Generative AI
- Project KPIs, Performance Tracking & Status Reporting
- Enterprise-Wide Vendor & Budget Management
- SDLC-Driven Program Execution & Governance

PROFESSIONAL EXPERIENCE

Cisco, Morrisville, NC

Apr 2019 – Nov 2024

Senior Program Manager, Operations & Customer Experience

- Led operational programs managing \$50M+ budgets and overseeing \$200M in vendor contracts, ensuring compliance, performance tracking, and strategic alignment.
- Spearheaded process standardization initiatives, implementing Lean Six Sigma methodologies to optimize workflows, resulting in a 22% increase in operational efficiency.
- Developed and enforced governance frameworks, creating 5+ playbooks to drive consistency and enhance program management across the organization.
- Implemented automation and predictive AI solutions that improved enterprise processes by 25% and reduced project turnaround times.
- Established cross-functional partnerships with executive leadership, aligning operational strategies with corporate objectives and driving continuous improvement.

City of Raleigh, Raleigh, NC

Strategic Planning & Development Manager

Jul 2015 – Jan 2019

- Led a team of 15+ analysts and technicians, automating operational workflows and improving efficiency by 25%, impacting 43,000+ annual work orders.
- Redefined back-office and field workflows by integrating GIS-centric asset management, fleet optimization, and route planning solutions, reducing service delivery defects by 30%.
- Designed and implemented the city's first Lean Six Sigma Certification Program, which increased productivity and streamlined public service operations.
- Managed large-scale IT and infrastructure projects, optimizing technology-driven workflows and cross-department coordination.

Pfeiffer University, Charlotte, NC*Visiting Professor***Jan 2010 – May 2016**

- Developed and taught curricula for over 750 graduate students in MBA and MHA programs.
- Courses included Organizational Behavior, Change Management, Organizational Strategy, and Leadership.

Yorel Integrated Solutions, Charlotte, NC*Business Partner Executive***Mar 2011 – Jan 2012**

- Managed \$14M in business partner relationships and a 6-figure marketing budget, resulting in 18% increased sales and call volume.
- Designed, led, and coordinated middleware services presence and presentations at over 50 executive briefings and presence at the Briefing Center, conferences, and tradeshow resulting in a 15% increase in sales.

KRS Consulting, Charlotte, NC*Director***Dec 2009 – Apr 2012**

- Managed 15 consultants, project managers, and web developers, and worked closely with the CEO to manage sales, services, and program implementation.
- Delivered workshops and developed marketing campaigns, resulting in significant productivity and business increases.

IBM, North America*Program Manager***Jun 1997 – Oct 2008**

- Managed marketing, release, and training tactics for a worldwide software renewals business unit and directed sales strategy for over 800 software sales professionals in Europe, Asia, and the United States.
- Managed 24 geographically dispersed software maintenance specialists and exceeded previous year's performance by 240% resulting in \$61M in revenue in 2007.
- Directed product managers on customer requirements for new releases of Tivoli, WebSphere, Data Management, Lotus, and Rational software.
- Managed a \$2.7M budget and provided the interlock with the Web Implementation Project Team, and drove the interactive marketing campaign (e.g. VRM, Call-me functionality, & Text Chat).
- Leveraged waterfall methodologies to keep projects on track resulting in the development of value code remediation, value propositions, process maps, governance documents, campaigns, and communications plans.

EDUCATION

- **Doctor of Management (Leadership)**, University of Phoenix
- **Master of Business Administration**, Wake Forest University
- **B.A. Business Administration**, University of North Carolina at Charlotte

TECHNICAL SKILLS & BUSINESS TOOLS

- Project & Operations Tools: MS Project, Power BI, ServiceNow, SmartSheet, Jira
- Methodologies: Lean Six Sigma, Agile, SAFe, ITIL
- Stakeholder & Vendor Management: Cross-functional collaboration, contract negotiation, enterprise alignment
- Process Optimization & Governance: Workflow automation, risk mitigation, strategic planning