

# STEVE EVANS

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Career webfolio: <https://evansbrand.com/steve-evans>

Professional Websites: <https://evansbrand.com> <https://econymous.io>

## OPERATIONAL EXCELLENCE EXECUTIVE AND CONSULTANT

Global Stakeholder Engagement • Business Transformation • Emerging Technology

An adaptable and resilient Operational Excellence Executive and Consultant adept at leading global business transformations, technological initiatives, and cultural shifts within multinational corporations. Proven track record in launching organizational shared services, directing global program management offices (PMOs), and establishing quality-driven cultures across financial services, technology, robotics, energy, and engineering sectors. Renowned for strategic planning, team leadership, and business performance reengineering. Passionate about developing leadership in partners while simultaneously driving results. Equipped to collaborate with remote work readiness and extensive travel worldwide.

### CORE COMPETENCIES

- Leadership Coaching
- Change Management
- Global Client Relationships
- Operations Management
- Lean Six Sigma
- Process Design
- Enterprise Project Management
- Blockchain and Cryptocurrency
- Artificial Intelligence

### PROFESSIONAL EXPERIENCE

**EVANS BUSINESS GROUP LLC. | Salt Lake City, UT** 2014 – present

*A remote-based consultancy specializing in business transformation, operational excellence, and process improvement.*

#### Managing Director (Remote)

- **Launched econymous LLC in 2018, a blockchain and Artificial intelligence consultancy** focusing on project management and investments in blockchain, cryptocurrency, and artificial intelligence. Recent projects involve blockchain in healthcare, and artificial intelligence in the professional consulting and energy sectors.
- **Direct initiatives for business transformation**, management systems, and Lean Six Sigma implementations, focusing on strategic planning and execution of cultural, operational, and technological change management.
- **Co-founded five small businesses and a non-profit**, overseeing business planning, fundraising, operations, regulatory compliance, and media relations. Served as board of directors, operations officer, and corporate secretary.

**SCOTTRADE INC. | St. Louis, MO** 2015 – 2017

*An investment brokerage firm with 3.7K employees and 500 US branches serving 3.1M customers with \$18B AUM.*

#### Associate Vice President, Optimization Strategy

- **Projected \$260M in financial benefit** from a comprehensive company cultural assessment and strategy plan to realize estimated gains in a multi-year business optimization and change management program.
- **Streamlined operational processes to reduce expenses by \$964K**, eliminating 32K adverse client fulfillment incidences through implementation of CRM controls, slashing the operational defect rate from 19.6% to 0%.
- **Orchestrated the enterprise-wide change management** for TD Ameritrade's acquisition of Scottrade, influencing over 110 executive and associates as change agents in the successful transition to a Lean Six Sigma culture.

**PHILIP CROSBY ASSOCIATES | Boston, MA** 2010 – 2015

*A boutique consultancy providing management consulting services specializing in cultural change, leadership development, process improvement, and quality management for industry leading global corporations.*

#### Senior Consultant / Executive Coach

- **Achieved \$200 million benefit** by empowering leaders through training and coaching to eliminate defects as a result of guiding teams in quality and process-improvement initiatives in multiple concurrent waves worldwide.
- **Instrumental in a multi-year transformation for a \$13B technology leader in the global energy industry** with 17,000 staff. Fostered executive relationships across 16 countries, provided personal coaching to the CEO, 50 top executives, and 200+ senior management. This catalyzed an industry-leading cultural and operational transformation.
- **Developed proprietary intellectual property** for cultural design, management systems, process improvement, and quality concepts. Published licensed content to the client, and inspired the CEO and executive staff to embrace an industry-first initiative to transform the culture for competitive advantage and to bolster supplier relationships.

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### **AMERICAN EXPRESS COMPANY | Salt Lake City, UT 2005 – 2010**

*A multinational financial services corporation with 55,000 global staff producing \$35 billion in annual revenue.*

#### **Director, Global Corporate Technologies | 2009 – 2010**

Oversaw the program management office to ensure IT programs and projects met organization goals and requirements. Implemented PMO processes, oversaw change management, and directed the IT project management staff.

- **Administered a strategically critical \$21M portfolio of 18 concurrent enterprise-wide technology initiatives** and 600 concurrent user enhancement projects. These projects modernizing global human resources services in benefits, compensation, and payroll. I also drove funding, ensured ROI, and gained C-level executive sponsorship.
- **Implemented innovative program management strategies and methods** to ensure discipline and certainty in delivering forecasted benefits, achieved by establishing an enterprise project management office (EPMO) for IT. Led the prioritization, governance, budgeting, resource allocation, ROI, and project execution for global human resources.

#### **Director, Global Human Resources Project Management Office | 2008 – 2009**

Created a startup Project Management Office (PMO) for global human resources operations.

- **Ensured 100% attainment of program deliverables during a 74% project volume increase** by instituting project management disciplines and practices to guarantee IT and operation projects met the organization's requirements.
- **Delivered on the company's HR transformation strategy** by establishing a disciplined program management office comprised of technology and process improvement project portfolios for global human resources operations.

#### **Six Sigma Master Black Belt, Business Transformation Office | 2005 – 2008**

Selected for a startup role to establish a high-performance professional staff of industrial engineers, Six Sigma Black Belts, and Project Managers to steer strategic operational transformation within a large-scale, diverse project portfolio.

- **Realized \$7.1M in benefits** through a reduction in operational expense and an increase in revenue, resulting in a 5:1 ROI ratio. Successes accomplished in a Six Sigma deployment accounting for 45% of the division's achievements.
- **Produced breakthrough transformation** by spearheading an aggressive and diverse portfolio of 100+ concurrent projects for the competitive credit card new accounts operations in a highly challenging regulatory environment.

### **MARSH, MARSH & MCLENNAN COMPANIES | Las Vegas, NV 2002 – 2005**

*The world's largest insurance broker with 65,000 employees and annual revenue of \$13B.*

#### **Vice President, Operations**

- **Managed the centralized operations of Private Client Services, supporting 30 broker offices nationwide** that provided property and casualty insurance to ultra-affluent clients. Reengineered operational processes and functions.
- **Boosted productivity by 33%** and demonstrated an unparalleled achievement in quality and transaction cycle time.
- **Drove \$2M in cost savings** by centralizing major operational processes across the business and industry partners.

## **EDUCATION & PROFESSIONAL DEVELOPMENT**

**Bachelor of Arts in Economics** - University of Utah

**Six Sigma Master Black Belt, Deployment Champion, and Six Sigma Black Belt** - American Express

**Blockchain and Cryptocurrency**, 2018 Bitcoin and Ethereum Conference, Dallas TX

**Certified Quality Manager** - American Society for Quality

**Project Management Professional** - American Express

**High Impact Leadership Training** and Personal Coaching Series

## **SPEAKING ENGAGEMENTS & RECOGNITIONS**

**Board Member, Guest Lecturer, Mentor** - Business Alumni Association, University of Utah School of Business

**Guest Lecturer - Deming Scholar MBA Program**, Fordham University, New York City.

Lecture content archived in the United States Library of Congress, 2022

**Guest Lecturer - Six Sigma in Finance Conferences**, Panelist on Expert Panels

## **PUBLICATION & COMMUNITY INVOLVEMENT**

**Editorial Review Board, Six Sigma Forum Magazine** - American Society for Quality

**Board of Directors & Corporate Secretary** - Cops On Top Inc (501c3 non-profit)

**2002 Salt Lake Olympic Organizing Committee** - Salt Lake City 2002 Olympic Winter Games