

BRENT J CARSTENSEN

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PROFESSIONAL OVERVIEW

OBJECTIVE

To secure a position in the Iowa City/Cedar Rapids area that leverages my extensive professional and volunteer/community experience. Also open to contract and remote work opportunities.

POSITIONING STATEMENT

Management professional with proven track record managing large, complex initiatives with diverse stakeholders, including executive management. Significant experience in business development, project and consulting services delivery, strategic planning, customer service/contact center operations, sales management, RFP/proposal evaluation, and contract negotiations. Excellent communicator and strategic thinker. Strong presentation skills and experience. Quick learner with the ability to comprehend and adapt to complex situations. Considerable volunteer and community experience, including board of director positions, fundraising, and special event operations.

KEY COMPETENCIES

Program/Project Management	Client Relations	Consultative Approach	Leadership/Management
<ul style="list-style-type: none">Accountability/OwnershipPlanning & FundingStaffing & ResourcingExecutionStakeholder ManagementRisk Management	<ul style="list-style-type: none">Trusted AdvisorEstablish/Maintain RelationshipsInfluencerSales Management	<ul style="list-style-type: none">Identify NeedsEvaluate AlternativesMake RecommendationsBuild ConsensusNegotiation and Close	<ul style="list-style-type: none">Strategic ThinkerVerbal & Written CommunicationsCoach & MentorChange AgentFinancial Management

RECENT ACCOMPLISHMENTS

- Transitioned to management of a portfolio of 15 projects/dockets with total annual budget of \$12MM, including planning, securing funding, initiation, project manager staffing, and execution oversight.
- Guided turnaround of two large distressed program/project initiatives by implementing structure/governance changes to improve delivery efficiency and effectiveness.
- Managed a cross-functional program team of 30 employee and contractor resources and met timelines for multiple critical deliverables.
- As board member and board president, guided \$1MM annual budget social services nonprofit through a period of significant growth/change, including a search for and transition to a new Executive Director.

TARGET MARKET

Geographic area: Iowa City/Cedar Rapids, IA

Industry types: Financial Services | Education | Healthcare | Transportation/Logics | Entrepreneurial

Organization size: Open, depending on the opportunity

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SUMMARY

Intuitive, strategic, relationship-driven professional with proven track record managing large, complex initiatives with diverse stakeholders. Significant experience in business development, relationship management, strategic planning, project execution, consulting services delivery, RFP/proposal evaluation, and contract negotiations.

RECENT EXPERIENCE

Lead Project Manager, Transamerica, Cedar Rapids, IA **April 2019 - Present**
Managing workstream of large, multi-year corporate-wide transformational initiative. Contract position.

Northern Trust, Chicago, IL **2010 – April 2018**

Portfolio Manager – Enterprise Banking Delivery, 2016 – April 2018

Managed portfolio of projects that supported core banking (deposits/loans), mortgage lending, ACH/EFT, and Treasury Management functions.

- Accountable for annual planning, securing funding, onboarding, and execution oversight for approximately 15 projects with total budget of \$12 Million.
- Secured funding, managed resources, and reported status to stakeholders from multiple functional areas within the organization, including Wealth Management and Corporate and Institutional Services.

Program Manager – DTCC Reengineering Program, 2012 – 2016

Executed four year, \$10 Million initiative to provide compliance with industry mandate. Program upgraded internal processes and systems as part of a large transformational initiative within Asset Servicing.

- Managed cross-functional program team of 30 employee and contractor resources.
- Implemented significant governance changes to improve delivery efficiency and effectiveness.
- Successfully met timeline for key deliverables that were upstream dependencies.

Program Manager – Client Servicing Support Program, 2010 – 2012

Assumed management of program to transform servicing support model with overall goal of improving client servicing. Included development of best practices and implemented tools for service quality, workforce management, and staff development.

- Guided turnaround of distressed program by focusing on completion of technology solution and rollout of automated email management capabilities within servicing teams.
- Initiated and executed evaluation and selection of new turnkey solution for call and email management, including RFP, vendor evaluation/selection, and contract negotiations.

CONSULTING EXPERIENCE

Independent Consultant and Contractor, Chicago, IL **2002 - 2010**

- Founded **Customer-Focused Solutions**; Marketed and delivered hiring, staff development, and performance management consulting solutions to service industry clients.
- Utilized relationship management and a consultative, strategic selling approach to executive management.
- Sold and delivered services for leading financial services industry sales training and sales management consulting firm; Product manager for web-based pre-employment behavioral fit assessment tool.

RSM McGladrey, St. Paul, MN / Schaumburg, IL **1991 - 2002**

- Significant experience selling and delivering customer service/contact center, strategic IT planning, and systems evaluation/selection services for clients nationwide. Managed relationships with key industry, vendor, and client stakeholders.

Financial Services Technology Consultant - Ernst & Whinney, Chicago, IL

- Assisted organizations with planning, selection, and implementation of new core IT applications.

ADDITIONAL EXPERIENCE

Started career at **Continental Bank** in Chicago, IL as a **Systems Analyst**. Performed systems development and support activities for a variety of banking software applications.

Was Manager of Special Projects at **Carstensen Freight Lines, Inc.**, a family owned and operated \$10 Million regional trucking company based in Clinton, Iowa.

VOLUNTEER & COMMUNITY EXPERIENCE

Development Committee, **CommUnity Crisis Services and Food Bank**, March 2019 – Present

Breast Cancer Causes

- Founder, **“Tasting Stars” Benefit for A Silver Lining Foundation**, 2002 – Present
Event raises funds to allow nonprofit to provide cost free screening mammograms and other diagnostic procedures for uninsured and underinsured individuals. Have raised \$520,000 over 16 years.
- Board Member, **Breast Cancer Network of Strength (Y-ME) Illinois Affiliate**, 2001 – 2006
Provided operational and logistical management for special events. Developed new corporate relationships and secured significant sponsorships and in-kind donations.
- Board Member, **Sing to Live Community Chorus**, 2007 – 2010

Served as board member for **Lincoln Park Community Services** from 2007 to 2015, the last two years as Board President. Considerable involvement in fundraising and special events. Led the search process for a new Executive Director. Currently serve on a capital campaign to raise funds to construct a new facility.

Have been an Aid Station Captain for the **Bank of America Chicago Marathon** each year since 2005. Solicit a team of 25 Key Volunteers and am accountable for all operational aspects of a 250-volunteer water and Gatorade station at mile 12.5 of the course.

EDUCATION

Bachelor of Business Administration

The University of Iowa, Iowa City, IA