

BRENT J. CARSTENSEN

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PROFESSIONAL SUMMARY

Project management professional with significant financial institution industry experience. Proven track record planning and managing complex cross-functional projects. Excellent organizational and communication skills. Significant experience interacting with and reporting to senior management. Utilizes consultative approach for needs identification, problem solving, consensus building, and decision-making. Substantial knowledge of financial institution operations and technology. Quick learner with the ability to comprehend and adapt to complex situations.

KEY COMPETENCIES AND EXPERIENCE

- Over ten years of project and program management experience, almost exclusively in the financial services industry. Proficiency with business case development, project initiation, plan development, project team management, status reporting, risk management, and issue/problem resolution.
- Knowledge of and experience with the PMBOK structured project management framework and Prosci ADKAR change management methodology.
- Over twenty years of financial services experience, including operations, technology, business process improvement, customer service, call center, project/program management, and sales management.
- Proven track record managing large, complex, cross-functional projects in a Project Management Office (PMO) environment for a multi-location financial services organization. Projects typically included teams from multiple departments and locations, matrix management structures, and project oversight provided by a steering committee of management representatives from the various stakeholder entities.
- Significant consulting experience utilizing a structured approach for needs identification, analysis of alternatives, decision making, and formulating/presenting recommendations. Strong emphasis on facilitating collaboration and building consensus across all levels of an organization.
- Strategic thinker and quick learner with the ability to comprehend and adapt to complex situations. Highly adaptable to various work environments, situations, and challenges. Trusted advisor.
- Significant volunteer experience with various nonprofit and community organizations.

PROFESSIONAL EXPERIENCE

Strategic Project Manager, Cornell College, Mount Vernon, IA **October 2021 – September 2023**

Worked with entire College community to provide support and leadership to a wide variety of projects and planning initiatives that ensure the College achieved its strategic and operational goals. Managed execution of projects in current strategic plan and initiated development of new strategic plan. Organized and executed two-day off-site strategic scanning retreat with administration, faculty, staff, and community representatives to identify potential future trends and drivers most relevant to the future success of the College. Responsible for planning and executing the development of a future-thinking, long-range strategic roadmap for the College.

Project Manager, EBANK, West Des Moines, IA **March 2020 – May 2021**

Managed multi-phased project for a nine location, \$906 million total assets financial institution client. Scope included improving customer data quality, addressing operational challenges, and training staff. Responsibilities included assessing needs, managing project execution, reporting status to the Bank's senior management, and serving as liaison between technical team and client. Contract position.

Lead Project Manager, Transamerica, Cedar Rapids, IA **April 2019 – July 2019**

Managed workstream of large, multi-year corporate-wide transformational initiative. Contract position. Project was in Discovery Phase when put on hold by Transamerica.

Project & Program Manager, Northern Trust, Chicago, IL**2010 – April 2018**

Managed complex, multi-year, enterprise-wide initiatives for a global financial services organization. Projects included operational improvement, software development, and implementation of third-party applications. Accountable for project planning, initiation, execution, risk mitigation, budget adherence, and status reporting to stakeholders from multiple functional areas within the organization.

- Worked closely with the Project Management Office to ensure compliance with the organization's project management standards and governance.
- Guided turnaround of a distressed project by reorganizing roles and responsibilities, modifying critical project tasks, and improving status and budget reporting.
- Completed training for agile project management methodologies and Prosci Change Management Practitioner Program.

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

Founded Customer-Focused Solutions. Marketed and delivered hiring, staff development, and performance management consulting solutions to financial services industry clients. Utilized relationship management and a consultative, strategic selling approach to executive management.

Consulting Manager, 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 credit union and bank clients nationwide. Identified and documented client key needs and requirements. Managed strategic relationships with key industry, vendor, and client stakeholders.

VOLUNTEER & COMMUNITY EXPERIENCE

Member, **Iowa City Noon Rotary**, February 2021 – Current

Grants Committee Chair, **Iowa City Noon Rotary**, February 2022 – Current

Member, **100+ Men Who Care: Hawkeye Chapter**, October 2019 – June 2022

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

Founder & Co-Host, **"Tasting Stars" Benefit for A Silver Lining Foundation**, 2002 – 2021

Annual event that raised funds to allow nonprofits to provide cost free screening mammograms and other diagnostic procedures for uninsured and underinsured individuals. Event raised over \$700,000.

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.

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. Served on a capital campaign to raise funds to construct a new facility, which opened its doors in September 2019.

Served as an Aid Station Captain for the **Bank of America Chicago Marathon** yearly from 2005 to 2019. Solicited a team of 25 Key Volunteers and was 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